BICA COMPLAINTS POLICY AND PROCEDURES

OUR AIM:
The Botswana Institute of Chartered Accountants (BICA) is committed to providing a quality service to its members and working in an open and accountable way that builds the trust and respect of all our stakeholders. One of the ways in which we can continue to improve our service is by listening and responding to the views of our members, customers and stakeholders, and in particular by responding positively to complaints, and by putting mistakes right.

THEREFORE WE AIM TO ENSURE THAT:

• Making a complaint is as easy as possible;
• We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response.
• We deal with it promptly, politely and, when appropriate, confidentially;
• We respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.
• We learn from complaints, use them to improve our service, and review annually our complaints policy and procedures. We recognise that many concerns will be raised informally, and dealt with quickly.

OUR AIMS ARE TO:

• Resolve informal concerns quickly;
• Keep matters low-key.
• Enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

PREAMBLE

Definition: BICA defines a complaint as ‘any expression of dissatisfaction, with BICA, that relates to BICA and that requires a formal response’.

Purpose: The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant’s satisfaction.

BICA’s responsibility will be to:
• Acknowledge the formal complaint in writing;
• Respond within a stated period of time;
• Deal reasonably and sensitively with the complaint;
• Take action where appropriate.

A complainant’s responsibility is to:
• Bring their complaint, in writing, to BICA’s attention normally within 2 weeks of the issue arising;
• raise concerns promptly and directly with a member of staff in BICA;
• Explain the problem as clearly and as fully as possible, including any action taken to date;
• Allow BICA a reasonable time to deal with the matter;
• Recognise that some circumstances may be beyond BICA’s control.

Responsibility for Action: All staff and BICA President.

Confidentiality: Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and BICA maintain confidentiality. However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

Monitoring and Reporting: Council Members of BICA will receive annually an anonymous report of complaints made and their resolution.

Formal Complaints Procedure

Receipt of Complaint

All written complaints should be sent or emailed to Manager Administration, or it can be placed in the suggestion box on the second floor reception at BICA Office

The complaint should be addressed directly to the level of authority on whom the complaint is to be registered.

An acknowledgement of the complaint would be made within 2 working days of receipt of the complaint with a reference number.

BICA’s aim is to resolve all matters as quickly as possible. However, inevitably some issues will be complex and therefore may require longer to be fully investigated. Consequently timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

Stages in Processing the Complaint

01 Depending on whom the complainant is, the matter would be routed straight to the concerned person first providing him or her chance to put things right and addressing on the complaint.

02 If the complaint is not satisfied with the reply on Stage 1 then he or she can take the complaint to the next level, by mentioning the reference number of the complaint. The complaint can take the complaint up to Level 5. The complainant is provided 10 working days to escalate the complaint to the next level from receiving the response from any level of authority.

Response period

All complaints would be replied with response and explanation within 7 working days of receiving the complaint.