

IRM Policies and Procedures for Licensed FoRM Providers

A. EQUALITY AND DIVERSITY POLICY

The IRM is committed to creating an environment in which everyone can flourish and make the best use of their skills, where our diversity is celebrated and valued, and where everyone is free from discrimination and harassment.

We are committed to equal opportunities for all regardless of age, disability, gender identity or gender reassignment, marital status, civil partnership, pregnancy or maternity, racial or ethnic origin, religion or belief, gender, and sexual orientation. It is our policy to treat everyone equally and fairly irrespective of these characteristics.

We will value and celebrate how different we all are, taking account of people's different backgrounds, knowledge, skills and experiences, and encouraging and using those differences to create a productive and effective staff team. We ask all staff members to understand people's differing needs and to do things in such a way to ensure everyone feels included.

This policy applies to the way we treat our employees, course delegates, clients, suppliers, visitors and partner organisations.

Every staff member who has a responsibility for recruitment, selection or promotion, or who supervises other colleagues, will receive equality and diversity training. Other staff members will have the opportunity to attend awareness training in equality and the avoidance of discrimination.

Overall responsibility for this policy lies with the IRM Chief Executive.

We will regularly review the effectiveness of this policy to ensure it is achieving its objectives and, as part of this process, we will monitor the composition of job applicants and the benefits and career progression of staff.

Licensed FoRM Providers

The IRM seeks to ensure the implementation of its training courses is without disadvantage to any learner or training/education provider on the basis of the characteristics listed above. In this regard, we will do everything possible to ensure that no discrimination occurs during our processes or procedures including application, review, assessment or ongoing support.

Likewise, we require our Licensed FoRM Providers to adopt our commitment to learners and demonstrate this by having their own written Equality and Diversity Policy (or equivalent) or by adopting ours.

B. COMPLAINTS POLICY

Our aim:

The IRM is committed to providing a quality service for its members, training course delegates, clients, and partners, including Licensed FoRM Providers, and working in an open and accountable way that builds the trust and respect of all our stakeholders.



We are pleased to hear their feedback and we will respond positively to complaints, and by putting mistakes right.

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 and use them to improve our service.

Most concerns will be raised informally, and dealt with quickly. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

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

We will:

- acknowledge the formal complaint in writing;
- respond within a stated period of time;
- deal reasonably and sensitively with the complaint;
- take action where appropriate.

Formal Complaints Procedure

Stage 1

In the first instance, if you are unable to resolve the issue informally, you should write to the Head of Training and Development Services at training@theirm.org. In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

You can expect your complaint to be acknowledged within 5 working days of receipt. You should get a response and an explanation within 15 working days.

Stage 2 (final)

If you are not satisfied with the initial response to the complaint then you can write to IRM's Chief Executive and ask for your complaint and the response to be reviewed. You must do so within 20 days of receiving the response at stage 1. You can expect the Chief Executive to acknowledge your request within 5 working days of receipt and a response within 15 working days.

Licensed FoRM Providers

Licensed FoRM Providers must publish their own complaints policy for their training course clients and delegates or adopt the IRM's.

IRM should be notified of all formal (written) complaints and how they were resolved.

C. BRAND POLICY

Once a Licensed FoRM Provider has successfully completed the application process, IRM will provide a file containing the Approved FoRM Provider logo, which looks as follows:



A reversed-out version is also available, for use on dark backgrounds.

Licensed Providers may use the IRM's logo on FoRM course promotional material, including their website and in web-based communications. The logo may only be used alongside the FoRM course and may not be used to infer broader endorsement of your organisation or other courses.

In addition, Licensed FoRM Providers may describe themselves using the term 'A training provider approved to deliver the IRM Fundamentals of Risk Management (FoRM) course'.

Requirements for usage of the IRM logo:

- The logo must be resized without distorting the aspect ratio.
- The width of the logo must be between 200px and 400px.
- The logo must not be obstructed by other content.
- The logo colours must not be changed.
- The logo must link to the IRM website where possible (www.theirm.org).

Any queries regarding this brand policy should be addressed to marketing@theirm.org.