



Complaints Procedures: Questions and Answers

1. Should I consider making a complaint against an IEEM Member?

All the Institute's Members are bound by the Code of Professional Conduct. Acceptance of and adherence to this Code is the duty of every Member and is a condition of membership. If you consider a Member has contravened the Code then you should consider making a complaint to the Institute.

The key components covered by the Code of Professional Conduct are:

- i. The objects of the Institute.
- ii. General professional obligations
- iii. Advice and reports.
- iv. Employment obligations
- v. Compliance with the Code
- vi. Defence of members
- vii. Interpretation of this Code

2. How do I complain?

A Complaint Form should be completed setting out which aspects of the Code you consider have been contravened and giving reasons to justify this.

3. Who do I complain to?

All complaints should be sent to the Institute's offices, marked for the attention of the Deputy Executive Director.

4. Will my identity be revealed?

Yes, you are required to sign a declaration on the complaints form that states you are giving permission for the form to be copied and sent to the member about whom you have made a complaint.

5. How are complaints about IEEM Members considered?

The Institute has Complaints Procedures that must be followed when investigating complaints against Members and for taking disciplinary action. The Deputy Executive Director will gather together information needed and present it to the Professional Affairs Committee (PAC), which will consider if there is a case to answer.

6. What information is needed?

To be able to consider this, the PAC will want to see copies of all the relevant documents relating to the complaint. This may include copies of contracts to undertake work, original data sets, survey reports and related correspondence. They will also want to see documents relating to any other complaints made regarding the issue, perhaps to a nature conservation body. Whilst the findings of other organizations may help the PAC establish whether there is a case to answer, it is important to note that they will form only a part of the information considered and are unlikely to have addressed the issue of whether or not a Member has contravened the Code. Where PAC considers there is a case to answer a Disciplinary Board will be convened.

7. Who are the Members of the Disciplinary Board?

A Disciplinary Board is comprised of four people:

- i. the Chair and two others who are required to be Institute Members of high standing, that is, past or present Council Members, Committee Chairs or Fellows; and

- ii. an independent person of high standing

8. What issues is the Institute unable to investigate?

The Institute will not investigate complaints that are more appropriately dealt with through the courts, an Employment Tribunal, the Local Government Ombudsman or other tribunal. Complainants should look to these avenues first if they are appropriate.

9. What happens to my complaint?

A copy of the Complaint Form will be sent to the Member concerned along with a request for relevant information from the Member. The Complaint Form and relevant documents will be submitted to the PAC.

10. How long will it take?

The receipt of a complaint initiates the Complaints Procedures and once initiated will be dealt with as quickly as possible but it can be a lengthy procedure.

11. What feedback should I expect?

You will be notified of the decisions made on the complaint including whether the PAC intends to investigate the matter and whether a breach of the Code has been found.

12. What courses of action can be followed?

A Disciplinary Board may conclude that a Member is not in breach of the Code in which case the complaint will be dismissed. If the Disciplinary Board finds that a Member has contravened the Code it can:

- i. reprimand the Member;
- ii. require the Member to give undertakings in such terms as it considers appropriate;
- iii. fine the Member up to £5,000;
- iv. suspend the Member from membership of the Institute for such period as it sees fit; or
- v. expel the Member from the Institute.

The level of disciplinary action taken is at the Board's discretion and in accordance with Disciplinary Regulations. The Board will publish any decision along with details as it sees fit.

In any event the Member has a right of appeal.

13. Can I claim financial compensation?

The Institute is not able to provide any financial compensation for the actions of its Members even if a breach of the Code has been found.

14. What do I do if I disagree with the decision of the Disciplinary Board?

The Institute and the Disciplinary Board take their responsibilities for dealing with all complaints very seriously. The Institute has given authority to the PAC and the Disciplinary and Appeal Boards to investigate all complaints against its Members and, therefore, there is no additional opportunity to seek further redress through the Institute.

15. If I wish to go ahead with a complaint what do I do now?

Read the Code of Professional Conduct and the Complaints Procedures. Complete a Complaints Form and send it to the Deputy Executive Director along with copies of all documents related to your complaint.



Disciplinary Regulations – Complaint Form

Date of Complaint:

Your Details:

Name:

Address:

Telephone Number:

Email Address:

Details of Member about whom a complaint is being made:

Name:

Address:

Telephone Number:

Email Address:

Note: Please do not complete this form until you have fully read the Complaints Procedure and the Code of Professional Conduct.

Has this matter been reported to relevant statutory authorities or are legal proceedings pending?

Please state which clauses of the Code of Professional Conduct you consider have been contravened (e.g. 6.1)

Date of purported breach of Code of Professional Conduct

Important Notice: please include ALL issues you would like IEEM to consider as the complaint cannot be reopened on new issues arising from the same case

Clauses alleged to have been contravened	Supporting Statement – please state briefly the facts of your case relating to the clauses

Do you have any further comments?

If you have documents in support of your allegation please enclose copies

I understand a copy of this form will be sent to the Member alleged to have contravened the Code of Professional Conduct.

Signed..... **Date**.....

Please return this form and any supporting documents to
Mrs Linda Yost
Deputy Executive Director
Institute of Ecology and Environmental Management
43 Southgate Street
Winchester
Hampshire
SO23 9EH

