



Complaint Procedure

This procedure should be used by any IST member or member of the public who has a complaint against an IST Officer or representative or anyone working on behalf of the IST. Complaints arising from a member's breach of the Code of Professional Conduct, including discrimination, sexual harassment or victimisation, should be subject to the Disciplinary Procedure.

Copies of this procedure can be obtained from www.istonline.org.uk

The IST's Executive is responsible for implementing and reviewing this procedure. It is committed to handling any complaints quickly, seriously and confidentially.

1. Confidentiality

Information about a complaint will only be given to people directly involved. Everyone involved will be advised of the need for confidentiality and information will be kept securely.

2. Fairness/impartiality

- fair treatment for all is paramount
- the complaint will be handled fairly and in good faith
- any person complained about has the right to know the details of any allegations against her/him
- both parties will have the opportunity to give their version of events
- no judgments will be made or action taken until all relevant information has been assessed
- all allegations will be investigated before a decision is made

3. How to make a complaint

3.1 Talk to an IST Officer during the event that may lead to a complaint or as soon as possible afterwards.

3.2 If the response from the IST Officer is deemed unsatisfactory or the complaint raises serious issues, make a written complaint to the Chairman of the IST. Provide details of the event leading to the complaint and, if appropriate, evidence to support these.

4. Role of the IST

4.1 Verbal complaint

The IST Officer responding to the complaint will make a note of the conversation, including her/his response and actions taken (if any). A report will be sent to the IST office and logged in the Complaints file.

4.2 Written complaint

This will be copied and circulated to the IST's Complaints Panel, comprising two members of the Executive and the Administrator. The Panel will consider the information provided and draft a response to the complainant, to be sent by the Chairman. This response will either:

- a) Apologise for the event leading to the complaint and assure the complainant that remedial action has been taken to prevent a re-occurrence. It may also include an offer of recompense if there has been a material loss by the complainant



or

- b) Inform the complainant that the matter has been investigated and give details of the reasons behind the IST's actions

5. Possible outcomes

5.1 The IST Exec will discuss the issues raised by the complaint with the person/people concerned. This may lead to:

- a) No change
- b) Adjustments to working methods or practices
- c) Use of alternative personnel

5.2 If there is found to be breach of IST policy, IST Code of Professional Conduct or the law, the person/people responsible may be subject to the IST's Disciplinary Procedure.

5.3 If the complaint concerns a non-member representative of the IST or someone working on the IST's behalf, a record will be kept and this may affect any future relationship.

Any member found to have made a false or malicious complaint may be subject to the IST's Disciplinary Procedure. Untrue allegations from IST members or others could lead to legal action for defamation.

6. Documentation

Records, notes or reports will:

- be kept confidential
- not be kept on an IST member's or representative's file unless there has been remedial action
- be filed in a confidential system with limited access