



Complaints Form

Please read the following notes prior to completing this form:

1. This form should be used to make a complaint against a registered Member of the Institute of Geologists of Ireland (IGI).
2. The form acts as your initial contact with the IGI and the start of the process. Only summary details are required at this stage.
3. Please list any supporting documents you submit a long with this form in the relevant section below.
4. Our Complaints Procedure and Related Timings information are provided at the base of this form.
5. All correspondence regarding a complaint against a registered Member of the IGI will be treated with the **strictest confidence**. However, in line with the complaints' procedure, details of the complaint will be provided to the Member for their response.

PERSONAL DETAILS

Your Name:

Contact Details:

Email:

Phone Number:

DETAILS OF INDIVIDUAL COMPLAINT IS AGAINST

Name:

Company:

Position:

IGI Member Number (If known):

COMPLAINT DETAILS:

Additional pages can be used and submitted if necessary

LIST OF SUPPORTING DOCUMENTS:

Signature:

A digital signature is acceptable

Date:

COMPLAINT PROCEDURE AND RELATED TIMINGS

1. A Complaint alleging professional misconduct by a Member and/or that a Member breached the IGI Code of Ethics is received by the IGI by telephone or by letter.
2. The IGI Secretary sends out a Form of Complaint to the Complainant for completion and return to IGI.
3. On receipt of the completed Form, the Secretary forwards the Form to the Member requesting a formal response **within 21 days**. The Member is informed that their response will be furnished to the Complainant.
4. Upon receipt of the Member's response, the Secretary will forward a copy to the Complainant and request any observations to be furnished in writing **within 10 days**. The Complainant is informed that the complaint and accompanying documentation will be referred to the Ethics Committee after 10 days.
5. If the Complainant furnishes any observations, in writing, these should be furnished to the Member.
6. Upon completion of the steps at 4 above, the Secretary will forward the Form of Complaint, the Member's response, together with any observations on the Member's response by the Complainant, to the Ethics Committee **within 7 days**.
7. The Ethics Committee will meet to consider the Form of Complaint and any accompanying documentation. They will decide whether the member has a case to answer and provide the reasons for its decision, **within 21 days**.
8. If the Ethics Committee decide that a Member has a case to answer, all parties will be notified together with the reasons for its decision. The Form of Complaint is then forwarded together with the accompanying documentation by the Chair of the Ethics Committee to the Chair of the Disciplinary Committee, **within 7 days**.
9. The Chair of the Disciplinary Committee will convene a meeting of the Disciplinary Committee to hear the complaint and determine the matter. The Member will be entitled to **28 days' notice** of any such meeting. The Disciplinary Committee shall determine the matter. The Disciplinary Committee may recommend that a sanction be imposed on the Member, in accordance with the Articles of Association of the IGI.
10. If the Ethics Committee decide that the member has no case to answer it shall inform the Secretary who will in turn inform both the Complainant and the Member, giving reasons for the decision **within 7 days**.
11. The Secretary acting for the Board of Directors, without discussing the case or considering the record, shall notify the member by registered mail of the recommendation of the Disciplinary Committee. If the Disciplinary Committee has found that the charge has been proven they shall provide the member with a copy of the record made by the Ethics and Disciplinary Committees and shall allow 28 days from the date of the notification to appeal against the finding. If there is no appeal, the Directors shall by ordinary resolution either confirm the recommendation, substitute some lesser penalty, or discharge the case.
12. The Complainant will be afforded an opportunity to appeal the decision of the Ethics Committee to the Secretary, **within 7 days**.

COMPLAINT PROCESS

