

Complaints Policy

The Institution of Engineering and Technology
Futures Place
Kings Way
Stevenage
SG1 2UA

Complaints Policy

1. Why we have this Policy

- 1.1. Occasionally things go wrong, or people simply aren't happy with something the IET has done.
- 1.2. The purpose of this Policy is to set out how complaints regarding the IET, that are not already covered by another IET procedure, can be raised with us, and to ensure that as far as possible, they are handled in a professional, uniform and timely manner.

2. Who this Policy relates to

- 2.1. This Policy applies to anyone wishing to raise a complaint against the IET, where that complaint is not covered by another IET procedure.
- 2.2. This policy does not apply where a separate contractual arrangement is in place, which specifically includes a dispute resolution clause.

3. Overview of this Policy

- 3.1. The Policy sets out the type of complaint that is covered, other policies that may apply, what information needs to be submitted, and the process that we will follow.

4. The Policy itself

- 4.1. The IET defines a complaint as any expression of dissatisfaction with the conduct, business or affairs of the IET from a member, customer or member of the public, or any person acting on their behalf. A complaint may require further investigation and cannot be resolved in a single communication.
- 4.2. Examples of a what a complaint may include are as follows:
 - 4.2.1. Complaint about the professional conduct of a member or volunteer;
 - 4.2.2. Complaint about application of the Charter and Bye-laws;
 - 4.2.3. Complaint about marketing activities;
 - 4.2.4. Complaint about business processes;
 - 4.2.5. Complaint about the conduct of a member of staff;
 - 4.2.6. Complaint about the professional registration process;
 - 4.2.7. Complaint about the membership category awarded;
 - 4.2.8. Complaint about fees;
 - 4.2.9. Complaint about operational activities, products or services; or
 - 4.2.10. A complaint about a decision or action of the IET.

5. How to make a complaint

- 5.1. All complaints, except those set out in section 6, should follow the process set out in this section 5.

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5.2. A complaint should be clearly identified as such, and may be made to the IET via a number of channels:

5.2.1. Email: postmaster@iet.org

5.2.2. Telephone: 01438 313 311*

5.2.3. Post: Futures Place, Kings Way, Stevenage, Hertfordshire, SG1 2UA.

*You may raise a complaint verbally, but we will ask you to confirm it in writing.

5.3. An acknowledgment will be sent after a written complaint has been received (unless the complaint is anonymous) and the IET will forward the complaint to the appropriate team internally for action according to the type of complaint. The information generally needed at this point is:

5.3.1. Name and contact details of the complainant;

5.3.2. Name of person or service complaint made about;

5.3.3. Date of complaint;

5.3.4. Nature and circumstances of the complaint;

5.3.5. Copies of any relevant documents or correspondence;

5.3.6. Any remedy sought.

5.4. Once the IET has sufficient information from the complainant and has determined that the complaint falls under this Policy, the appropriate internal team will investigate. The complainant will usually be advised of the outcome of that investigation (including whether or not the complaint has been upheld) and any consequential action, including but not limited to:

- an explanation being issued;
- an apology being issued;
- a different IET procedure being followed;
- a replacement product being provided;
- a refund being provided;
- a correction being issued; or
- a policy or procedure being reviewed.

However, in some instances a duty of confidentiality to an individual (for example to an individual who has been complained about) may restrict the amount of information we can share regarding the outcome of a complaint.

5.5. All complaints will be handled fairly and openly. Where the Institution is at fault, every effort will be made to correct the error without delay.

5.6. All complaints falling under this Policy will be investigated and responded to promptly, providing the complaint is submitted to the IET within 12 months of the issue arising. If

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it is not possible to resolve the complaint within 20 working days, the complainant will be notified and kept updated with the likely timeframe.

- 5.7. Once the IET has considered a complaint and decided on the outcome (including any appropriate remedial action) that decision will be final and there will be no appeal.

6. Other processes

- 6.1. Complaints about the professional conduct of IET members should be raised following the process set out in the IET Disciplinary Regulations: [Complaints about members of the IET](#)
- 6.2. Complaints about the professional conduct IET volunteers should be raised following the process set out in the [Volunteer Code of Conduct](#). If the volunteer is also member of the IET, the process for a member should be followed (refer to section 6.1).
- 6.3. Complaints from IET members regarding the outcome of a professional registration assessment should be raised following the appeal procedure: [Appeals procedure \(theiet.org\)](#)
- 6.4. Complaints concerning Apprenticeship End Point Assessments should be raised following the Appeals Procedure: [EPA policies - The IET](#)
- 6.5. If you have a complaint about data protection, please see the IET's [Privacy statement](#), and follow the process set out in that policy.

Appendix A

Control Sheet

Complaints Policy

Sponsor: Director of Governance and External Engagement
Document reviewer: General Counsel
Document adopted on: 1 November 2023
Next review date: 1 December 2024

Review/change history

| Date of Review/Change | Summary of changes | Version no. |
|-----------------------|--|-------------|
| November 2023 | New external facing version of the internal Complaints Handling Policy | 1.0 |
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