



Complaints and Disciplinary Policy

1. Introduction

The **Institute of Industrial Engineers & Safety Management Systems (IIESMS)** is committed to maintaining high standards of professionalism, integrity, and accountability. This Complaints and Disciplinary Policy outlines the procedures for handling complaints and disciplinary actions to ensure fairness, transparency, and consistency.

2. Policy Statement

IIESMS aims to:

- Address complaints promptly and effectively.
- Ensure that all disciplinary actions are fair, consistent, and in accordance with established procedures.
- Protect the rights of all parties involved in the complaints and disciplinary process.

3. Scope

This policy applies to all members, employees, contractors, and other stakeholders of IIESMS.

4. Complaints Procedure

4.1 Lodging a Complaint

- Complaints should be submitted in writing to the Complaints Officer. If the complaint involves the Complaints Officer, it should be submitted to the President or another senior officer of IIESMS.
- Complaints should include detailed information about the issue, including any relevant evidence and the desired outcome.

4.2 Acknowledgement

- Complaints will be acknowledged within [specified timeframe, e.g., five business days] of receipt.



4.3 Initial Assessment

- The Complaints Officer will conduct an initial assessment to determine the validity and severity of the complaint.
- If the complaint is deemed frivolous or without merit, it may be dismissed with a written explanation to the complainant.

4.4 Investigation

- If the complaint is valid, a thorough investigation will be conducted. This may involve interviews with the complainant, the subject of the complaint, and any witnesses, as well as a review of relevant documents and evidence.
- The investigation will be completed within [specified timeframe, e.g., 30 days], and the findings will be documented.

4.5 Resolution

- The Complaints Officer will determine the appropriate resolution based on the investigation findings. Possible resolutions may include mediation, corrective action, or disciplinary measures.
- The complainant and the subject of the complaint will be informed of the investigation outcome and the resolution.

5. Disciplinary Procedure

5.1 Grounds for Disciplinary Action

- Disciplinary action may be taken for violations of IIESMS's Code of Ethics and Conduct, policies, or any behaviour that harms the organisation or its members.

5.2 Types of Disciplinary Actions

- Disciplinary actions may include a warning, suspension, expulsion, or other appropriate measures.

5.3 Disciplinary Process

- The subject of the complaint will be notified in writing of the allegations and the potential disciplinary actions.

- A disciplinary hearing will be conducted, where the subject can present their case, call witnesses, and provide evidence.
- The Disciplinary Committee will review the evidence and make a decision on the appropriate disciplinary action.

5.4 Appeals

- The subject of the disciplinary action has the right to appeal the decision. Appeals must be submitted in writing to the Appeals Officer within [specified timeframe, e.g., 14 days] of the disciplinary decision.
- The Appeals Officer will review the appeal and may uphold, modify, or overturn the original decision. The appeal decision is final.

6. Confidentiality

- All complaints and disciplinary proceedings will be handled confidentially to protect the privacy of all parties involved.
- Information will only be disclosed on a need-to-know basis or as required by law.

7. Monitoring and Review

- The Complaints Officer and Disciplinary Committee will regularly monitor and review complaints and disciplinary actions to ensure compliance with this policy and identify areas for improvement.
- This policy will be reviewed regularly and updated as necessary to ensure its effectiveness.

8. Contact

For questions or concerns about this Complaints and Disciplinary Policy, please contact:

Complaints Officer.

Institute of Industrial Engineers & Safety Management Systems (IIESMS)

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