MAKING A COMPLAINT ABOUT AN INSTITUTE MEMBER

This guide is for those who are considering making a complaint about a member of the Institute. For full details please see the rules of conduct and disciplinary procedures which can be accessed here.

Professional Conduct
The rules of conduct govern the standards of professional behaviour expected from our members. In summary, members are required to

✓ Act with due skill, care and diligence and with proper regard for professional standards
✓ Prevent avoidable danger to health or safety
✓ Prevent avoidable risk to both physical and cyber security
✓ Act in accordance with the principles of sustainability, and prevent avoidable adverse impact on the environment and society
✓ Maintain and enhance their competence, undertake only professional tasks for which they are competent, and disclose relevant limitations of competence
✓ Accept appropriate responsibility for work carried out under their supervision
✓ Treat all persons fairly and with respect
✓ Encourage others to advance their learning and competence
✓ Avoid where possible real or perceived conflict of interest, and advise affected parties when such conflicts arise
✓ Observe the proper duties of confidentiality owed to appropriate parties
✓ Reject bribery and all forms of corrupt behaviour, and make positive efforts to ensure others do likewise
✓ Raise a concern about a danger, risk, malpractice or wrongdoing which affects others (‘blow the whistle’) and support a colleague or any other person to whom there is a duty of care who in good faith raises any such concern.
✓ Assess and manage relevant risks and communicate these appropriately
✓ Assess relevant liability, and if appropriate hold professional indemnity insurance.
✓ Notify the Institute if convicted of a criminal offence or upon becoming bankrupt or disqualified as a Company Director.
✓ Notify the Institute of any significant violation of the Institute’s Code of Conduct by another member.

Please note the Rules of Conduct deal with members’ professional and ethical behaviour. They do not, for example, refer to commercial matters such as fees, patent disputes, contract terms or copyright, for which legally enforceable remedies exist elsewhere.

Complaints procedure
Any person has the right to bring in writing, an allegation of improper professional conduct by a member.

On receiving an allegation the Board appoints an Investigation Committee. Unless the allegation is dismissed for reasons of triviality or lack of a prima facie case, the Committee sends written notice to the accused member of the allegation and invites their observations in writing. The Committee produces a report and sends it to the accused member, who may submit a response.
The committee may then

✓ Dismiss the allegation without further action
✓ Dismiss the allegation, but advise the Trustee Board and draw the attention of the accused member to the conclusions of their report
✓ Submit a statement of the allegation for consideration at a special meeting of the Board

Potential sanctions
If the Trustee Board judge it appropriate, they may arrange a formal hearing at which the accused member is entitled to be represented. If this hearing finds the accused member guilty of professional misconduct the Board may choose to

✓ Warn the accused member about their future conduct
✓ Reprimand the accused member
✓ Suspend the accused member
✓ Expel the accused member

The accused member has the right to appeal, but only on the grounds that the conduct of the proceedings was improper or unfair.

How to make a complaint
If you wish to complain about an Institute member you should send your complaint to the Honorary Secretary of the Institute in writing, identifying the member concerned and the specific rule(s) of conduct you consider have been infringed. You should also send a copy of each document cited in support of your complaint. If your concerns involve more than one Institute member you should submit a separate complaint in respect of each member. Complaints can be submitted by email to steff.smith@instmc.org marked for the attention of the Hon Secretary, or by post to the Hon Secretary at

Institute of Measurement and Control
297 Euston Rd,
London NW1 3AD

The Institute will not normally investigate a matter that is being, or is due to be considered, by legal process. Complaints can only be considered in relation to the Institute’s Rules of Conduct. Institute members are individual practitioners, not firms or companies and the Institute is not able to act as a mediator or an arbitrator between members and their clients.

Confidentiality
The Investigating Committee will not disclose the fact of the complaint, or its nature, to third parties, including other Institute members and staff, unless it must do so to meet its obligations. But the Institute cannot guarantee the confidentiality of the information it receives or obtains from other parties during the course of an investigation. The Committee cannot, for example, control what the various parties involved do or do not disclose. These parties might, for example, seek advice, information or support from others and, in so doing, disclose the existence and/or nature of the complaint. In the interest of fairness the Institute member(s) complained about will be provided with some or all of the information submitted by the person making the complaint.