Making a complaint against the Institute or its staff

This guide is for those who are considering making a complaint against the Institute or its staff.

The Institute of Measurement and Control is a professional body incorporated by Royal Charter. In various aspects of its operations it is regulated by the Privy Council, the Engineering and Science Councils and the Charity Commission.

Making a complaint

If you have cause to complain about the Institute or a member of its staff you should first write to the Chief Executive of the Institute by email at steff.smith@instmc.org or by post to the Chief Executive at

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

If your complaint is against the Chief Executive, you should address it by post to the President at the same address. In this case, references to the Chief Executive below should be read as the President.

You should explain you are making a formal complaint and give full details, being as specific as possible.

Unless your complaint is judged to be trivial or without a prima facie justification, The Chief Executive will arrange for your complaint to be investigated and will write to you advising this. Depending on the nature of the complaint the Chief Executive may investigate it personally, or may delegate this to a member of staff with responsibility for the area concerned, or may request the assistance of the Trustee Board.

Results of a complaint

When the investigation is complete, the Chief Executive will advise you of the results of the investigation and the action to be taken, which may include

- A decision that the complaint is not justified
- An apology to the aggrieved person(s)
- Changes to the Institute’s procedures to prevent a recurrence
- Initiation of disciplinary procedures against one or more members of staff
- A public apology on the Institute’s website

If you have suffered a financial loss as a consequence of any improper actions of the Institute or its staff, the Chief Executive may authorise compensation or may refer this to the Board of Trustees for resolution.

The Chief Executive will in any case advise the Board of Trustees of all complaints received and their outcome.
Appeal

If you are not satisfied with the Institute’s response to your complaint, you may appeal directly to the President of the Institution or if your complaint was against the President, to the Honorary Secretary. You should state the grounds for your dissatisfaction. The President or Honorary Secretary will then bring your appeal to the Trustee Board for consideration and will advise you of their conclusions.

If you remain dissatisfied, you may contact

The Charity Commission [https://www.gov.uk/complain-about-charity](https://www.gov.uk/complain-about-charity)

The Engineering Council [https://www.engc.org.uk/contact-us/](https://www.engc.org.uk/contact-us/)

The Science Council [https://sciencecouncil.org/contact-us/](https://sciencecouncil.org/contact-us/)