

IMCA

Complaints Procedure



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Date	Reason	Revision
17 December 2003	Initial adoption	
August 2018	Updated in line with the revised Constitution	

Introduction

These guidelines are compiled for Members in accordance with the Constitution, as represented by the Articles of Association and Bye-laws. These documents are available to all Members via the IMCA website.

Policy

IMCA will comply with competition law and it will be open, transparent and non-discriminatory.

Board Responsibilities

The governing body of IMCA is the Board of directors (the “Board”) of IMCA Holdings Ltd (the “Company”). The composition, scope of responsibilities and powers of the Board are contained in the Articles of Association, which are available on IMCA’s website. The constitution documents explain:

- the criteria for new members;
- the expectations placed on members;
- misconduct that can lead to disciplinary procedures, including expulsion, together with the reasons for this, notice periods and opportunities for explanation;
- the mechanism for members to advise the Association of the misconduct of a member.

The board of directors have power to make, repeal and amend the bye-laws (which shall not conflict with the articles) as they may from time to time consider necessary for the well-being of the Company.

The Association has the support of a Secretariat comprising technical staff and administrative support staff. The CEO is responsible for the day-to-day running and performance of the Secretariat.

Complaints from Members

Complaints must be made in writing and should be addressed to the Chief Executive, who will address them in conjunction with the Chairman of the Operations Committee and respond with a written reply.

Complaints from Non-Members

Complaints from outside the Association should be sent to the Chief Executive, who will address them in conjunction with the Chairman of the Board and will respond with a written reply.

Complaints via the Secretariat

Complaints received by members of the Secretariat, from whatever source, will be forwarded to the Chief Executive who will, depending on their nature, address them in conjunction with the Chairman of the Operations Committee or the Chairman of the Board, and will respond with an appropriate reply.

Right of Appeal

There is a right of appeal to the Board.

Appeal Process

Any member, applicant or other body wishing to appeal against any decision taken should notify the Chief Executive, in writing, of their intention to appeal and should do so no later than the tenth working day following notification of the decision by the Chief Executive. The appeal will be addressed by the Board at the next available meeting who will take into consideration all the relevant details and whose decision shall be final.