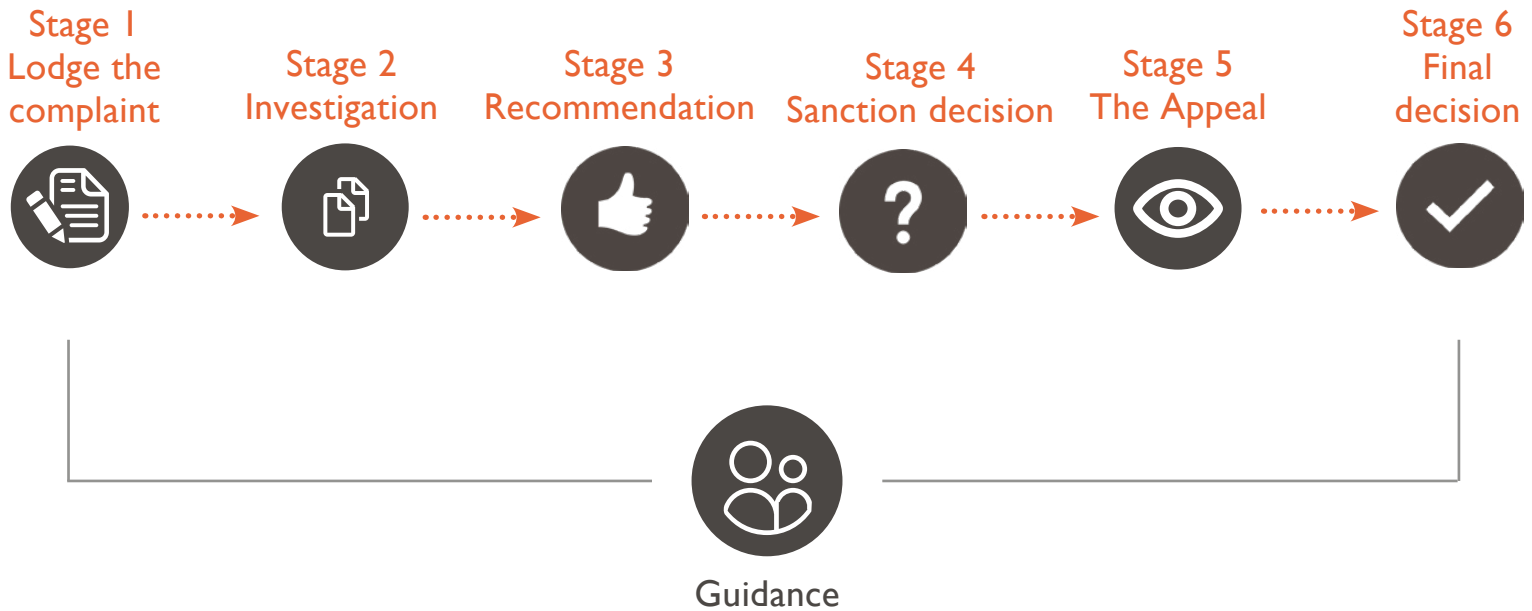

Code of Conduct

May 2020

Welcome to the Code of Conduct complaints process. This document has been created to guide you through the simple process of making a complaint.

Process steps

There are six stages within the process. Each stage has process steps that are laid out clearly and are accompanied by detailed guidance notes should you be unsure what you are required to do, or what happens next.



Stage 1 – The complaint

Stage

Lodging your complaint and initial contact

Process Steps

Guidance

1.1 Lodge the complaint

How do I lodge a complaint?

Complaints can be received up to 90 days after the event. The easiest way for you to do this is through our online code of conduct complaints form on the CQI website.

This form will be submitted through to the Corporate Services team. We do ask that you quote the relevant clause alleged to have been breached and accompanying evidence to support your claim or we will not be able to proceed with your complaint. If you are unable to use the online method, you can contact the CQI on 02072456722 and a member of staff will help you lodge your complaint.

1.2 Assessment to determine if there is case to answer completed

How will my complaint be handled?

The Executive Director of Corporate Services will assess the complaint to determine if there is a case to answer. They will be your primary point of contact throughout the process.

1.3 Initial decision communicated

Whether there is a case to answer or not the initial decision will be communicated to you within 12 working days of receiving the complaint. You will then have the option to appeal this decision. See step 5.1.

Stage 2 – Investigation

Stage

Investigation

Process steps



2.1 If there is a case to answer an investigation is carried out .

Guidance



What happens if there is a case to answer?

If there is a case to answer a investigation will be carried out by the Head of Membership. During the investigation they may contact both parties, seek further evidence and speak to other parties related to the event. The outcome of the investigation is for the Head of Membership to recommend a sanction appropriate to the breach. This part of the process should take 10 working days but there may be occasions where it may take up to 20 working days. We will inform you if we need more time.

Stage 3 – Recommendation

Stage

Recommendation

Process steps



3.1 Minor sanction recommended and approved

Guidance



What do minor sanctions involve?

Minor sanctions include warnings, up to 6 months suspension from membership or volunteer post, reduction in grade, enforced recertification, enforced training. Minor sanctions recommended by the Head of Membership will be reviewed and approved by the Executive Director of Membership and Commercial Services. You will be notified of the minor sanction by your primary contact.

3.2 Major sanction recommended and approved

What do major sanctions involve?

Major sanctions involve suspension for more than 6 months from membership or volunteering, expulsion, ban from volunteer position, removal from specific volunteering position, expulsion from schemes. Major sanctions will be approved by a panel of Fellows. You will be notified of the major sanction by your primary contact.

Stage 4 – Sanction decision

Stage

Sanction decision

Process steps



4.1 Sanction decision communicated

Guidance



The Executive Director of Corporate Services will communicate the decision to you.

Stage 5 – The Appeal

Stage

The Appeal

Process steps



5.1 Lodge appeal

Guidance



Who can appeal?

Any of the involved parties who disagree with the outcome of the code of conduct investigation.

Under what circumstances can I appeal?

You may appeal if new material evidence can be provided, evidence that the investigation failed to consider originally.

How long do I have to appeal?

You may lodge an appeal normally within 5 working days of the decision being communicated to you.

How do I appeal?

You may lodge an appeal with the Executive Director of Corporate Services.

5.2 Appeal carried out

The appeal is heard by a sub-committee of the Membership Council. The Membership Council represents the membership and is made up of representatives from across the member led networks.

Stage 6 – Final decision

Stage

Final decision

Process steps



6.1 Final decision communicated and complaint closed

Guidance



Can I escalate this further?

Once the appeal step has been exhausted and the final decision has been communicated, there is no further possibility of escalation.

2nd Floor North, Chancery Exchange,
10 Furnival Street, London, EC4A 1AB
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W: quality.org