

Complaints and Appeals Policy

ICI_POL006

1.0 PREAMBLE

ICI will support the careers and futures of a community committed to creating a strong and sustainable civil infrastructure industry through a commitment to continual professional learning.

This Vision is reflected in the ICI Member's agreed commitment to the ICI Member Code of Conduct and in ICI's commitment to provide a quality continuing professional development program and services aligned to the first civil construction industry's needs.

2.0 THE POLICY

- 1) A complaint or appeal to ICI can only be made by any person and will be considered if:
 - i. It is related to a Member of ICI.
 - ii. It related to ICI programs and services and/or ICI staff and presenters.
 - iii. A complaint may be made against an ICI Member in breach of ICI Member's Code of Conduct.
 - iv. In the interest of natural justice, if the complainant wishes the matter to remain confidential, then the complaint cannot proceed.
- 2) All complaints must be made in writing, using the specified form to the ICI Executive in the first instance. To be considered, a complaint will require:
 - i. A clearly written explanation of the circumstances which give rise to the complaint.
 - ii. Evidence to support the allegations.
 - iii. Any documentation relevant to the allegations.
 - iv. The complainant's full name and contact details.
- 3) ICI will not become involved in commercial or personal disputes and do not provide legal advice. Criminal matters such as fraud or other non-fraud criminal matters are the responsibility of the police or relevant government agency and should be referred by the complainant – it is not the role of ICI to report such and ICI does not undertake to do so.
- 4) ICI will strive to acknowledge receipt of the complaint in a timely fashion. If the ICI Executive considers that the complaint is actionable, the complaint will be actioned.
- 5) If the ICI Executive determines that the complaint does not have sufficient substance to be actioned or is frivolous or vexatious in nature, the ICI Executive may reject part or the whole of the complaint in the first instance. In this case the complainant may choose to appeal this decision to ICI Appeals Committee.
- 6) The ICI Appeals Committee will either uphold the initial decision of the ICI Executive or refer the complaint to the ICI Board for consideration and determination. Decisions of the ICI Appeal Committee will be final in this regard.
- 7) The ICI Executive will act in an advisory role to the ICI Board and Appeals Committee.
- 8) On any complaint relating to a Member that is to be actioned the investigating body (Executive, Appeals Committee or Board), will provide written notice of the allegations to the Member seeking a response. The Executive and Board may request the Member to attend a hearing, during which time they will be provided with an opportunity to respond to any allegations made against them.
- 9) Complainants do not have a right to attend any such hearings, nor to any documents relating to the findings of the ICI Executive, Board or Appeals Committee.

- 10) The ICI Executive and Board may make a range of findings, included but not necessarily limited to:
 - i. Upholding the complaint in full
 - ii. Upholding the complaint in part
 - iii. Rejecting the complaint in full
 - iv. Rejecting the complaint in part
 - v. Requesting more information be provided
 - vi. Conducting, or causing to be conducted, a further investigation of the matter, or
 - vii. Referring the matter to other investigative or government bodies as appropriate.
- 11) If on the findings of the Executive, Appeals Committee and/or Board, the Member in question has breached the ICI Member's Code of Conduct, the ICI may invoke a range of sanctions including but not limited to:
 - i. Suspension or revocation of Membership
 - ii. Removal of Grade
 - iii. Demotion of Grade
 - iv. Warning the Member
- 12) The affected Member and/or complainant is not entitled to written reasons for any decision but are to be notified of the decision. Members who have their Membership revoked must remove all ICI insignia from their property, advertising and internet presence immediately after they are notified of the revocation. Failure to do so may result in legal action for passing off.
- 13) The decision of the ICI Board is final in all matters.

Associated Policy Documents

ICI_POL001	ICI Governance Framework
ICI_POL002	ICI Member Code of Conduct
ICI_POL003	ICI Membership and Grading Policy

Policy Record Management

Policy Number	Policy Name	Drafted/Reviewed by	Date	Approved by	Date
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