

## **COMPLAINTS AND INVESTIGATIONS COMMITTEE**

### **Regulation pursuant to Bye-law 44**

#### **Terms of Reference**

- .1 The Complaints and Investigations Committee ("the Committee") is a Committee of the Board, to whom it reports and is accountable.
- .2 Its terms of reference of the Committee are to:
  - .1 Provide and maintain an effective and relevant Complaints Handling and Resolution Process for Institute members.
  - .2 Oversee the implementation of procedures in place for the investigation and resolution of complaints against members of the Institute and/or the IC.
  - .3 Conduct formal disciplinary hearings and adjudicate upon alleged breaches of the Institute's Code of Conduct, making recommendations for sanctions against members when appropriate.
  - .4 Ensure, through appropriate management and training practices overseen by the Chair of the Investigation Panel, that the conduct of investigations by members of the Investigation Panel are of a standard sufficiently high to minimise the risks to the Institute and/or IC of inadequate investigation practice.
  - .5 Recommend to the Board such changes and enhancements to the Complaints Handling and Resolution Process as it considers appropriate, so that it reflects developments in legal or employment and other best practice.
  - .6 In conjunction with other Committees of the Board, raise awareness of the Code and the Complaints Handling and Resolution Process, aimed at encouraging members of the Institute and the IC to uphold the highest standards of professional practice and conduct.
  - .7 Assess and make recommendations on any learning points arising from complaints which are pertinent to the professional conduct of members, as articulated in the Code, and which may have an impact or influence on Institute strategy or policy statements.
  - .8 Contribute its expertise and insight to the regular reviews of the Code, recommending changes to the current Code for consideration by the Board.
  - .9 Provide advice and guidance on other matters as may be requested by the Board.
- .3 The Committee consists of:
  - .1 a Chairman, appointed by the Board, but who may not necessarily be a member of the Board;
  - .2 up to five other members of the Institute, appointed by the Board;
  - .3 two members of the Institute of Consulting, appointed by the Board;
  - .4 the Chairman of the Investigation Panel (ex-officio).
4. The Committee will appoint one of its members as Deputy Chairman.
5. The term of office of a member of the Committee is two years or such lesser period as may be determined at the time of appointment. Members of the Committee are eligible for appointment for two further terms of two years up to a maximum of six consecutive years.
6. The quorum for a meeting of the Committee is not fewer than four members.

7. In the case of a disciplinary Hearing Panel, the quorum shall be not fewer than three members.
8. All decisions are taken on a majority vote. In the event of an equality of votes, the Chairman of the meeting has a second or casting vote.