



## Procedure on Complaints about the Institute

**NOTE:** This policy does NOT relate to complaints about Institute accredited guides – for which see Annex 4 of the [Bye Laws](#) – or about Examinations – for which [see](#) - or about the Institute’s use of personal data – for which [see](#).

### Procedure:

1. Complainant sends Complaint in writing by letter addressed to the Operations Manager at The Institute of Tourist Guiding, Coppergate House, 10 Whites Row, London E1 7NF or by email to [office@itg.org.uk](mailto:office@itg.org.uk).
2. The Operations Manager logs the Complaint and passes it to the Chair of the Committee which deals with the area of the Complaint or to an appropriate Director (“the Investigator”).
3. The Operations Manager acknowledges receipt of the Complaint and informs the Complainant who the Investigator is.
4. The Investigator may, if appropriate, seek to resolve the Complaint informally before starting a formal investigation.
5. The Investigator investigates the Complaint, and may, if appropriate, communicate with the Complainant and any staff members, Officers or Directors of the Institute, as part of the investigation.
6. The Investigator prepares a written response to the Complaint, which the Operations Manager sends to the Complainant and to the President of the Institute.
7. If possible, the written response is sent to the Complainant within 10 working days of the appointment of the Investigator. If that is not possible, the Investigator will provide a report on progress for the Operations Manager to send to the Complainant within the same time.
8. Any recommendations by the Investigator will be referred by the President to the Board for implementation.

### Review by a panel of independent members of the Institute

*For this purpose, an ‘independent member’ is a member of the Institute who is not a Director of the Institute or a member of any Institute Committee, and who has not been involved in the complaint in any way.*

1. If the Complainant is not satisfied with the written response from the Investigator, the Complainant may, within 21 days after the date of that response, request a review by a panel of independent members.
2. The Complaint is then referred to a panel of three independent members of the Institute, to be appointed by the President of the Institute. Note that the identification and appointment of members willing to serve on this panel may take some time.
3. The Operations Manager will inform the Complainant when the panel has been appointed.
4. The panel will then review the case, and prepare a report setting out its conclusions and recommendations.



5. The Operations Manager will send copies of the report of the panel to the Complainant and to the President of the Institute.
6. Any recommendations by the Investigator will be referred by the President to the Board for implementation.

### **Anonymous Complaints**

The Institute is not obliged to consider complaints submitted anonymously.

### **Abusive, Persistent or Vexatious Complaints**

The Institute may in its absolute discretion determine that a complaint, or complaints of a specified nature, or from a specified source, is or are abusing this Complaints Procedure. Such determination shall be made by three Directors of the Institute, including the President (save where it is not appropriate for the President to be involved). The determination will be recorded in writing and logged by the Operations Manager. The Institute shall be under no obligation to deal with such Complaints.

January 2022.