# Introduction

The Nuclear Institute aims at all times to provide excellent services to its members and to the general public.  We do accept, however, that complaints may on occasion arise. We aim to respond positively to complaints received and will make every effort to provide an outcome that is satisfactory to the complainant, and, where possible, to identify ways in which our services can be improved.  This procedure covers general complaints, minor complaints against membership processes (not membership committee findings) and complaints against code of conduct issues.

Complaints can legitimately be made against any activity that is undertaken by the Nuclear Institute, including HQ activities, volunteer activities, conferences and events, financial activities, Charity Commission and Company House issues, Board of Trustee matters, elections, membership and registration issues, code of conduct issues, etc. Significant complaints by applicants against the findings[[1]](#footnote-1) of the Membership Committee are normally dealt with under the Membership Appeals process, but minor membership related process issues are handled under this policy.

**General complaints**

General complaints in the first instance should be raised informally with any member of HQ staff, who will be fully briefed about our complaints procedure.  Our staff will listen to the details of your complaint; offer an explanation and a resolution of the problem if possible; inform you of the actions they will take; and advise you of further options if you remain unhappy.

If a complaint is not resolved to your satisfaction as described above - or if a complaint is particularly serious - you are entitled to take the complaint further.  In this case, you should contact the Executive Secretary in writing, or by email.  You will receive a response to this from the Executive Secretary within ten working days, although on some occasions additional time may be needed for a final resolution.  In the event that you remain dissatisfied, a final appeal to the Board of Trustees may be made.  The matter should be raised with the Board of Trustees by writing to the President at the Institute HQ address.  The Board of Trustees will set up a specially convened Complaints Committee to investigate the full circumstances of the handling of your complaint before informing you of its findings.

**Membership process related complaints**

For general minor membership or membership process related complaints, the Chair of the Membership Committee will appoint a reviewer from the Membership Committee, who was not involved in your application, to consider your complaint and if upheld, the Nuclear Institute will attempt to make good any failing on its part. Where the reviewer finds against you and you feel that you are still dissatisfied, a higher level of review will be carried out by the Nuclear Institute Board of Trustees as outlined above. If the complaint is against the due process assessment and findings of the Membership Committee it will be investigated under the Membership Appeals procedure.

The Nuclear Institute tries very hard to enrol everyone who wishes to become a member and/or be subsequently registered at the appropriate level, but does so based primarily on the information received from the applicant. It is vital that it grants the appropriate level of membership and registration, hence the importance of the information received from you. Where there is any level of doubt, you will be invited to accept an alternative level of membership or registration or be advised what needs to be done or submitted to enable further consideration to proceed. Where you are offered less than you anticipated, you will be advised how you might achieve the grade you have applied for. In many cases this is just a matter of achieving a position of greater responsibility; achieving additional qualifications; or spending more time at your present level.

By accepting the Nuclear Institute's suggested grade of membership and registration and subsequently meeting the required conditions of the original grade applied for in full and in reasonable time, we will ensure that every effort is made to honor any such suggestions made to improve your level of membership and/or registration. It must be stressed, however, that the Nuclear Institute operates to the national framework of professional standards, and these do change from time to time. We shall advise you, as a member of the Nuclear Institute, through our journal and website and other publications about any changes that could affect you, but please do not expect any such suggestions to improve your level of membership and/or registration to last indefinitely. If, despite all this, you are still dissatisfied with your treatment, you may make a complaint as necessary. If your complaint is against the offered level of membership or registration resulting from due process assessment and findings of the Membership Committee it will be investigated under the Membership Appeals procedure.

**Code of conduct related complaints**

The Nuclear Institute has a Code of Conduct (Policy 2) and expects its members to comply with the Code and carry out their duties to their employer, colleagues and the public in a professional manner at all times. From time to time a member may be alleged to be guilty of contravening the Code of Conduct or acting in an unprofessional manner. If such an allegation is made to the Nuclear Institute, or if evidence is brought to the attention of the Nuclear Institute that a member has been found guilty by an appropriate authority of an unprofessional act, it may be necessary to consider their status in the Nuclear Institute. Code of Conduct related issues are normally initially investigated by the Executive Secretary and the Chair of the Membership Committee, with specially convened Board of Trustees committees then set up to deal with Code of Conduct related decisions and sanctions as outlined in the Discipline Procedure (Policy 4).

Essentially, the Nuclear Institute will need to consider the nature of the allegation and whether it has a bearing upon the professional standing of the Nuclear Institute. If it is considered appropriate to take action, the defendant will be given a reasonable opportunity to attend any hearing established to consider the evidence. As it is quite likely that the result of such a hearing will reflect upon the standing of the individual within the profession, the Nuclear Institute has a duty to promulgate the result of its findings to anyone who may be or may already have been affected by the circumstances leading up to the hearing.

Any member who feels that any Code of Conduct related actions taken by or proposed by the Nuclear Institute is unjust, has the right to complain, which should put in writing to the Executive Secretary. You will receive a response to this from the Executive Secretary within ten working days, although on some occasions additional time may be needed for a final resolution.  In the event that you remain dissatisfied, a final appeal to the Board of Trustees may be made.  The matter should be raised with the Board of Trustees by writing to the President at the Institute HQ address.  The Board of Trustees will set up a specially convened Complaints Committee to investigate the full circumstances of the handling of your complaint before informing you of its findings.

1. Results of PRI and/or membership/registration grade offered by membership committee [↑](#footnote-ref-1)