

Complaints procedure

What to do if you have a complaint concerning a member of staff

The Chartered Institute of Arbitrators (CI Arb) is a volunteer-led organisation. Our small team of professional staff support the work of the volunteers. They undertake the wishes of the Board of Trustees via the Director General.

Any breakdown of that relationship is taken seriously. We have the following procedure in place to ensure that if you have a complaint against an individual staff member then it is responded to quickly and efficiently, is dealt with at the level nearest to the source of the complaint and in a manner which is non-bureaucratic but both fair and seen to be fair and that a clear conclusion is reached and communicated.

Please use this process if you believe:

- An action has been taken by a member of staff which you believe goes against a decision made by the Board of Trustees or CI Arb's Royal Charter;
- Any behaviour by members of staff which you do not think is in keeping with CI Arb's values or its Code of Conduct.

When to use this complaints procedure

Most problems can be resolved without a formal complaint. Please first raise the matter with the member of staff concerned. If you don't get a satisfactory resolution, or do not wish to raise the matter with the member of staff concerned please follow the process below.

How to complain

1. Please submit a complaint by email or letter to the Director of Governance and Legal Services setting out your reasons for complaint. This can be emailed with Complaint in the title (complaint@ciarb.org) or sent to the Chartered Institute of Arbitrators, 12 Bloomsbury Square, London WC1A 2LP marked for the attention of the Director of Governance and Legal Services.
2. The Director of Governance and Legal Services or his delegated officer will acknowledge the complaint either by email or by letter, and refer the complaint to a 'responsible officer' (usually the relevant manager) who will be identified in the acknowledgement, and will be the person charged with investigating the



complaint. Please note if the complaint is about the Director of Governance and Legal Services, it will be referred to the Director General to put into procedure.

3. The responsible officer will open a file on the complaint and will deal with the complaint in the manner they consider most appropriate, referring to CI Arb's policies and procedures. This will include having an open mind, ensuring that the member of staff has had an opportunity to explain their case, and asking for any further information from yourself that they may need.
4. On completion of their enquiries the responsible officer will communicate the decision to you and place a record of their decision on file. This will normally be within 20 working days of the complaint being received. If it is likely to be longer, this will be communicated to you in advance.
5. If you are not satisfied with the outcome of the complaint you have the right to appeal. Such appeal must be made to the Director General (directorgeneral@ciarb.org) and be lodged within 10 working days of you have been notified of the original decision by the responsible officer. The response of the Director General will be final with regard to internal CI Arb Procedures.