

Complaints Procedure

Our expectation is that IRVAP members will abide by our Codes of Practice and the legal and professional obligations they affirm in writing each year. In the very unlikely event that you feel a member has fallen below these standards set by IRVAP, you may wish to make a complaint.

IRVAP takes very seriously any member of the public or a professional colleague who is dissatisfied with any part of the services provided by IRVAP members. The Council Officers representing the membership are committed to responding to the complainant promptly and professionally with the minimum of delay and with due diligence to data protection.

Making a formal complaint

Members of the public and professionals wishing to make a formal complaint need to provide full details of the complaint in writing and send this to the IRVAP Chair (irvapchair@irvap.org.uk).

The Council undertake to treat the complaint confidentially and to investigate it impartially and thoroughly. A written report will be sent within 12 working days, although every effort will be made to respond earlier if at all possible. IRVAP are committed to achieving resolution and abiding by the aims of the organisation and IRVAP Codes of Practice.

Details of the investigation and our proposed remedial action will be included within the response. Details of all complaints will be kept on the complaint file and used to assist in future Council management.