



FIS Complaints and Appeals Procedure

FIS Complaints Procedure

Scope

The following complaints procedure shall govern the administration and adjudication of complaints about an FIS member or the Association.

Details of Complaint

Details of a complaint shall be made to the Chief Executive of the Association in writing, along with any evidence to substantiate the complaint.

Disciplinary Panel

Within seven days of receiving the complaint the Chief Executive shall notify the FIS Disciplinary Panel that a complaint has been made and outline its nature.

The Disciplinary Panel shall comprise:

- A minimum of three people, normally the FIS President, Immediate Past President and Senior Vice President or, if no such person is available, other members of the Board.
- Representatives/industry experts who are not members of the Board as required.

The Chief Executive shall cause a record of the proceedings to be taken and shall keep this, together with any documentary evidence submitted, for a period of at least one year.

Dependent upon the nature of the complaint the Disciplinary Panel will decide the next course of action.

FIS Appeals Procedure

Scope

The following appeals procedure shall govern the administration and adjudication of appeals against a decision of the FIS to decline to offer membership to a particular applicant or to terminate the membership of an existing member and of appeals against a decision by the Disciplinary Panel that an allegation has been proved.

Notice of Appeal

Notice of appeal shall be served on the Chief Executive of the Association within 30 days of the date on which the appellant was sent written notification of the decision against which appeal is being made.

Formation of Appeal Panel

Within seven days of receiving the notice of appeal the Chief Executive shall call together an Appeal Panel, which shall comprise:

- Two member representatives, who shall be members of Board not present at the meeting at which the decision subject of the appeal was made or, if no such person is available, former members of the Board.
- One senior member representative who is not a member of the Board.

The longer serving of the Board members shall be the chairman of the panel.

Notification of Appeal Hearing

The appeal panel shall meet within 60 days of receipt by the Chief Executive of the appeal.

The appellant shall be given at least 21 days' notice of the time, date and venue of the appeal hearing.

Representation at the Hearing

The appellant may be represented at the hearing by a member of its staff.

The Association shall be represented by the President or another member of Board present at the meeting at which the relevant decision was taken.

Preparation for the Hearing

Not less than seven days prior to the hearing both parties shall:

- notify the Chief Executive as to who will be representing them at the hearing,
- advise the Chief Executive of the identity of any witnesses to be called at the hearing,
- deliver to the Chief Executive any documentary evidence to be presented.

Proceedings at the Hearing

The appellant's representative shall present its case and the Association's representative shall respond.

Witnesses may be examined, cross-examined and re-examined. Documents and other evidence may be presented.

When the Association's response to the appellant's case has been concluded, the appellant's representative shall give a brief summing up, followed by the Association's representative.

Any procedural issues shall be determined by the panel chairman.

At the conclusion of the hearing the panel shall, after due consideration, announce its decision. This will be confirmed in writing to the appellant within seven days.

The decision of the panel shall be final and binding on both parties.

The panel may make a recommendation to the President of the Association as to whether its decision should be publicised.

The Chief Executive shall cause a record of the proceedings to be taken and shall keep this, together with any documentary evidence submitted, for a period of at least one year.

Contact: The Chief Executive, FIS, Olton Bridge, 245 Warwick Road, Solihull, B92 7AH, telephone: 0121 707 0077.