

IOR Complaints Policy

The Institute of Refrigeration is a charitable incorporated organization owned by its members established for the advancement of the science and practice of refrigeration.

General operational complaints procedure

IOR endeavors to provide a high standard of customer service and care to members, non members, the organisations that we co-operate with as well as the general public. This includes how we interact, communicate and the technical services it provides.

Complaints are taken seriously. They will be dealt with in a timely and helpful manner within the context of our operational policies. Where problems are identified appropriate remedial action will be taken.

Individuals or companies who wish to complain about the IOR or its outputs may, initially wish to discuss this informally with the relevant member of staff, in order that the matter be resolved. If it is not resolved to their satisfaction, they can escalate matters by preparing a written statement sent by email the Chief Executive Miriam Rodway at miriam@ior.org.uk

If the matter cannot be resolved by clarification from the CEO, the matter may be referred to the IOR Board of Trustees. The Board may, at their discretion, investigate any complaint further and will respond in writing or email to the person who has made the complaint.

Please note that this policy relates to general complaints regarding the Institute's operations.

IOR Member Conduct and Disciplinary Procedure

Complaints regarding IOR Member Conduct under the IOR Code of Conduct or Antibullying and Harassment Policy (<https://ior.org.uk/about/policies-and-practices>) should be in writing by email direct to the IOR Board of Trustees or the Ethics and Conduct Committee.

The Board of Trustees consists of elected members who set IOR policy and are ultimately responsible for the governance of the Institute. The Board of Trustees meets periodically to discuss policy and strategy matters and is normally chaired by the President of the IOR. The Board may, at their discretion, investigate any complaint further and will respond in writing to the person who has made the complaint and will communicate the outcome as soon as possible and in writing. Complaints may be sent directly to the Board at iorboard@ior.org.uk.

The Ethics and Conduct Committee is independent of the IOR Board of Trustees and Chief Executive. It comprises senior members of the IOR experienced with IOR operations. The role of the IOR Ethics and Conduct Committee is to consider complaints and to report a recommendation to the Board of Trustees as to how they should be dealt with. Complaints may be sent directly to the Ethics and Conduct Committee at ethicsandconduct@ior.org.uk

If the complainant is not satisfied with the outcome of a complaint made against a member under the Code of Conduct they may make an appeal against a decision. The appeals process is detailed in the Disciplinary Policy available at <https://ior.org.uk/about/policies-and-practices>

Updated by the Board 13 February 2025