

Complaints policy & procedure

The IES takes all complaints seriously. The IES is an organisation that promotes professionalism and integrity, and we recognise that complaints can provide useful feedback to improve the services we offer.

Many complaints can be resolved informally, without requiring a formal process. In the first instance, we recommend contacting the member of staff (or volunteer) responsible directly to see if an informal remedy is possible.

How can you submit a complaint?

So that we can handle your complaint, please include any information we are likely to need, including:

- Your name (or confirmation that you would like the complaint to be anonymous)
- A way to get in contact with you (if this is not immediately clear, such as the email address used to send the complaint)
- The name of the individual(s) the complaint is concerning
- Details of the situation that occurred and when/where it happened
- Why you are complaining about the situation and what you think went wrong
- Any steps you have already taken, such as attempting to informally resolve the situation
- How you would like the situation to be resolved
- Any other information we may need to address your complaint

What will we do when we receive your complaint?

Once your complaint has been received, we will acknowledge it at the earliest opportunity. We may seek further information to help understand the complaint so that we can help to resolve it.

After receiving any information, we need to address the complaint, we will advise you it will be handled, conduct any necessary investigation as required, and take actions as needed to resolve the situation and improve any services. Where action is taken and we are able to do so, we will tell you what action we took to resolve the situation and avoid any reoccurrence.

While we will always seek to respect requests for confidentiality, there are limits to the extent of our ability to preserve confidentiality or anonymity while investigating, and other parties may be able to infer information as we investigate.

We are not able to respond to complaints about matters for which the IES is not directly responsible, including actions taken by IES members outside of IES events and publications. The [IES Code of Conduct](#) may be an appropriate alternative in such circumstances.

Escalating complaints

If your complaint cannot be resolved, you can escalate the complaint to the senior member of staff responsible for the service involved:

- **Communities:** Ethny Childs, Head of Communities & Partnerships, ethny@the-ies.org
- **Events or training:** Sian Kear, Events Lead, events@the-ies.org
- **Publications** (including the journal, or website content): Bea Gilbert, Publications Lead, bea@the-ies.org
- **Policy:** Joseph Lewis, Head of Policy, joseph@the-ies.org
- **Education or CPD:** Sally Hughes, Education & Professional Development Officer, education@the-ies.org
- **Administration or membership services:** Benn, Lauren, and Lisa, Office Administrators, info@the-ies.org

If further escalation is required, if you are uncertain to whom you should direct your complaint, or if you feel unable to contact the individual(s) named above, you can instead contact any member of the Senior Management Team:

- Adam Donnan, CEO, adam@the-ies.org
- Ethny Childs, Head of Communities & Partnerships, ethny@the-ies.org
- Joseph Lewis, Head of Polic, joseph@the-ies.org

Whoever you contact will pass your complaint on to the rest of the Senior Management Team so that it can be addressed, unless you request that the complaint is kept confidential.

If you are unable to direct your complaint to any member of staff and feel that it is necessary to escalate it further, your complaint can be directed to the IES Chair, Bernard Devereux. Please let one of the Senior Management Team (above) know via email that you wish to escalate the complaint to the Board of Trustees, and we will pass on any legitimate complaints.

See also

- [IES whistleblowing policy](#)
- [IES Code of Conduct](#) and [member complaints procedure](#)