



THE INSTITUTE OF THE  
MOTOR INDUSTRY

## **IMI Professional Register**

# **Appeals and Complaints Process**

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## Introduction

The IMI has written this document to provide information about the Appeals and Complaints processes linked to the IMI Professional register. The Professional Register represents people who have proved that they have the right qualifications, knowledge and experience to practice professionally within our industry and who maintain their professional standards by carrying out CPD. The Professional Register will be available to public view in April 2013, being designed to help improve the image of the industry giving individuals and businesses a way to show that they are professional, currently competent and work in an ethical way.

The IMI sincerely hopes that a Professional Registrant will never be in circumstances where they feel they need to make a complaint or are removed from the Professional Register and want to make an appeal against this action. The IMI would much prefer to provide information, support and guidance to mitigate such circumstances. Please contact the IMI well in advance of any circumstances that may lead to a complaint or to removal from the Professional register. The membership or CPD team are here to help you and can be contacted on 01992 511521.



## Removing Professional Register Status

An individual may be removed from the Professional Register for the following reasons:

- a) Breaching the IMI Code of Conduct
- b) Not having eligible IMI member or accreditation status; through non-payment of fees
- c) Not achieving the CPD requirement within the 3 year cycle including the following reasons:
  1. Not informing the IMI in adequate time to provide support and guidance to help meet the CPD target, i.e. at least 6 months before the end of the current CPD period (unless otherwise agreed because of very exceptional circumstances)
  2. A valid reason for a shortfall in CPD credit is not submitted at all, or within ten working days before the end of the current CPD period
  3. A 'shortfall' action plan is not submitted at all, or within ten working days before the end of the current CPD period
  4. The reason for a shortfall is not deemed valid and acceptable by the IMI
  5. Difficult circumstances are not deemed valid and acceptable by the IMI
  6. No contact has been made with the IMI at all
  7. No effort has been made to meet the CPD target
  8. Uploaded CPD activity evidence is not deemed valid and acceptable upon evidence sampling audit
  9. Uploaded CPD activity credit values are not deemed valid and acceptable; if credit value falls below target figure – incorrect credit values will be notified as soon as possible following evidence sampling audit

The IMI reserves the right to remove anyone from the Professional Register. If there is appeal or complaint, please follow the processes set out in this document below.

## **Removal from Professional Register – Appeals Process**

This process applies to individuals who have been removed from the Professional Register and wish to appeal against the decision.

### **Stage 1 – Appeal Request**

Individuals wishing to appeal against the decision should notify the IMI in writing within 14 days of notification of removal from the Professional Register.

The appeal request should include:

1. The individual's name, contact details, preferred contact method and IMI membership number or accreditation number
2. The reason for requesting an appeal

### **Stage 2 – Response to Request**

The IMI will conduct an initial review of the appeal and will notify the individual within 10 working days of its decision to allow or disallow the appeal. In the event that the appeal is disallowed, the IMI will provide the reason behind this decision. If the appeal is disallowed the individual has the opportunity to resubmit the appeal if accompanied by additional/new supporting evidence.

### **Stage 3 – Formal Appeal**

If an appeal is allowed following stage 1 and 2; the appeal will be defined and logged as a formal appeal.

### **Stage 4 – Notification of Process**

Once the appeal is logged and the evidence received the IMI will notify the individual of the steps they will take to determine the outcome of the appeal. This includes an expected decision date.

### **Stage 5 – Consideration of Appeal and Evidence**

Relevant stakeholders within the IMI will be asked to consider the appeal and supporting evidence and determine a final decision.

### **Stage 6 – Communication of Decision**

The final decision will be communicated to the individual. This decision will be final.

## **Professional Register – Complaints Process**

This process applies to individuals who have a genuine complaint in relation to the Professional Register.

### **Stage 1 – Advising Complaint**

Professional Registrants wishing to complain about any aspect of the service provided to them should notify the IMI in writing immediately.

Any complaint should include the following information:

1. The Professional Registrants name, contact details, preferred contact method and IMI membership number or accreditation number
2. Full details of the complaint with any supporting evidence

### **Stage 2 – Acknowledgement of Complaint**

The IMI will acknowledge all complaints within 48 hours of receipt and will notify the estimated time it will take to resolve.

### **Stage 3 – Consultation**

The IMI will consult with all relevant parties where necessary, including seeking further information from the Professional Registrant if required, to determine a satisfactory solution.

### **Stage 4 – Resolution of Complaint**

The IMI will notify the Professional Registrant in writing stating the action taken to resolve the complaint. The Professional Registrant must notify the IMI within 10 working days that the solution is acceptable. If the IMI does not receive such notification the complaint will automatically be deemed to have been resolved and the file closed.

### **Stage 5 – Unsatisfactory Resolution**

In the event that the Professional Registrant is not satisfied with the action taken, this should be notified to the IMI within 10 working days of receipt of notification of the action taken. The IMI will make a decision whether to take further action. If further action is decided the Professional Registrant will be notified of the timescale and any actions needed to resolve the complaint. Once any actions are completed the process will follow Stage 4. If no further action is decided the Professional Registrant will be notified that this is the case. This decision will be final.