

IMBRA Complaints Procedure — Template

This template sets out a clear, victim-centred, and fair process for handling complaints of breaches of the IMBRA Code of Conduct. It should be adapted to local legal requirements and incorporated into IMBRA governance documents and event materials.

1. Purpose and principles

- Purpose: To provide a transparent, timely and impartial process for receiving, assessing and resolving complaints about behaviour that may breach the IMBRA Code of Conduct.
- Principles: Victim-centred; confidentiality on a need-to-know basis; fairness and impartiality; proportionality; protection from retaliation; timeliness; clear record-keeping.

2. Scope

This procedure applies to complaints arising from IMBRA-related activities, including but not limited to conferences, workshops, publications and social media associated with IMBRA.

3. Who can make a complaint

- Any IMBRA member or participant in IMBRA activities who believes they have been subject to conduct that breaches the Code.
- Third parties (witnesses) may report concerns on behalf of someone else, with that person's consent where practicable.

4. Reporting channels

- Primary: Designated Conduct Officer (or equivalent). Fill in contact details: Name, role, email, phone.
- Secondary: Any member of the IMBRA Executive Committee.
- Emergency: If there is imminent danger, contact venue security or local emergency services first.

Reports may be made:

- In writing (email or completed complaint form).
- Verbally (in person or by phone) — the Conduct Officer will document the account in writing.

5. Immediate support and interim measures

On receiving a report the Conduct Officer will:

- Offer immediate support and signpost to appropriate services.
- Assess whether interim measures are required to protect parties (for example: separating the parties during an event, altering participation arrangements, temporary suspension from IMBRA activities).
- Implement reasonable interim measures promptly and review them as needed.

6. Acknowledgement

- The Conduct Officer will acknowledge receipt of the complaint within 5 working days, outlining next steps and estimated timeframes.

7. Initial assessment

- Timeframe: within 10 working days of acknowledgement.
- Purpose: To determine whether the complaint falls within scope, whether further information is needed, and whether informal resolution is possible and appropriate.
- Possible outcomes of assessment:
 - Matter closed (out of scope or insufficient information).
 - Informal resolution recommended (mediation, facilitated meeting, apology).
 - Formal investigation required.
 - Immediate referral to authorities if illegal conduct is alleged.

8. Informal resolution

- May be offered where appropriate and with the consent of the person affected.
- Options: facilitated discussion, apology, mediation, agreed behavioural plan.
- Informal resolutions will be documented and monitored; they are not appropriate for serious allegations.

9. Formal investigation

- Investigator: an impartial person or panel appointed by the Executive Committee, with appropriate expertise and no conflict of interest.
- Notification: Both complainant and respondent will be informed that an investigation will take place, the nature of the allegations, and their rights and support options.
- Process:

- Gather evidence: statements, witness accounts, messages, documents.
- Interview relevant parties and witnesses.
- Allow the respondent the opportunity to respond to allegations.
- Maintain confidentiality and keep parties informed of progress.
- Timeframe: investigators should aim to complete investigations within 30 working days of appointment. If longer is required, parties will be informed with reasons and an updated timetable.

10. Findings and outcomes

- The investigator(s) will produce a written report with findings and recommended outcomes.
- Possible outcomes/sanctions may include (not exhaustive):
 - No finding of misconduct.
 - Formal warning and requirement to apologise or undertake training.
 - Exclusion from specific IMBRA activities or events.
 - Temporary suspension of IMBRA membership.
 - Termination of IMBRA membership.
 - Notification to employer/institution.
 - Referral to local authorities or professional/regulatory bodies.
- Sanctions will be proportionate to the findings and consistent with IMBRA policy.

11. Communication of outcome

- The Conduct Officer will communicate the outcome in writing to the complainant and the respondent, outlining findings, sanctions (if any), and grounds for appeal. Communication will respect confidentiality obligations.

12. Appeals

- Either party may appeal the outcome on limited grounds (procedural error, new evidence, disproportionate sanction).
- Appeal must be submitted in writing within 14 working days of the outcome letter.
- Appeals will be reviewed by an independent panel or person not involved in the original investigation.

- The appeal decision will be issued within 21 working days of receipt where practicable and may confirm, modify or remit the decision.

13. Confidentiality and disclosure

- All parties should keep details confidential except where disclosure is required by law or by necessity for investigation (e.g. notifying relevant HR departments, legal obligations).
- Information will be disclosed only on a need-to-know basis.

14. Protection from retaliation

- IMBRA prohibits retaliation against anyone who raises concerns in good faith or participates in an investigation.
- Reports of retaliation will be investigated promptly and may result in sanctions.

15. Record-keeping

- Records of complaints, investigations, and outcomes will be kept securely for a minimum of 7 years (or as required by local law), with access limited to authorised persons.
- Personal data will be handled in accordance with applicable data protection laws.

16. External reporting

- Complainants may choose to report incidents to external authorities (police, employer, regulatory bodies) at any time.
- IMBRA may be required to report serious allegations to relevant authorities.

17. Review of the procedure

- This procedure will be reviewed periodically (at least every three years) or when legal/regulatory changes require it.
- IMBRA will publish the current procedure and ensure members are informed of any changes.

Annex A — Complaint form (template)

Use this form to submit a written complaint. Save and send to the Conduct Officer or complete with the Conduct Officer verbally.

IMBRA Complaint Form

1. Your details (complainant)

Name:

Email:

Phone:

Are you an IMBRA member? Yes / No

Would you prefer to remain anonymous? Yes / No

2. Respondent details (person(s) complained about)

Name(s) (if known):

Role/affiliation (if known):

3. Date(s), time(s) and location(s) of incident(s):

(Provide as much detail as possible.)

4. Description of incident(s):

(Describe what happened, including exact words if possible, and the impact on you.)

5. Witnesses (names and contact details, if known):

6. Evidence available (screenshots, emails, recordings, photos):

7. Desired outcome (what would resolve this for you?):

8. Have you reported this elsewhere? Yes / No

If yes, to whom and when?

9. Do you require interim support measures? Yes / No

If yes, specify:

10. Signature and date:

Annex B — Sample acknowledgement email (example)

Subject: Acknowledgement of your complaint to IMBRA

Dear [Name],

Thank you for contacting IMBRA. We acknowledge receipt of your complaint dated [date]. We take these matters seriously and will contact you within 5 working days to confirm next steps.

If you require immediate support or safety assistance, please let us know or contact venue security/local emergency services.

Regards,

[Conduct Officer name]

[Contact details]