

## **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.

Our general operational complaints procedure is as follows:

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 to the Chief Executive Miriam Rodway at [miriam@ior.org.uk](mailto:miriam@ior.org.uk)

The matter may then be referred by the Chief Executive to the IOR Board of Trustees who are elected members who set IOR policy and are ultimately responsible for the governance of the Institute. The Board of Trustees meet four times a year to discuss policy and strategy matters and are chaired by the President of the IOR. The Board may at their discretion investigate any complaint made further and will respond in writing to the person who has made the complaint.

Approved by Board of Trustees November 2020