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The Institute of Licensing is a charitable company limited by guarantee, constituted as a not for profit organisation.  
Company Reg. No. 4884548 Charity Reg. No. 1117942

Registered address:- **Ridgeway, Upper Milton, Wells, Somerset BA5 3AH**

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## Complaints Procedure

The Institute of Licensing (IoL) is a registered charity committed to working for the benefit of its members and the public good. Specific objectives of the charity are:

- To advance the development, evaluation and recognition of professional skill, technical competency, ethical conduct and practical achievement in the field of licensing and regulatory activity; including their application in the public and private sectors and in the framing and enforcement of laws and regulations in pursuit of prevention of crime disorder and nuisance, the promotion of health and safety, the protection of children and vulnerable people, the protection of the environment and other licensing and regulatory objectives;
- The fostering of mutual understanding and respect between practitioners and the communities and sectors they serve;
- The development, encouragement and certification of related standards, education, training, study, scholarship, communication, consultation, knowledge creation and information dissemination; and
- Other activity consistent with the public good in the field.

## Introduction

1. The Institute of Licensing (IoL) is committed to providing a courteous, prompt and efficient service to members and customers. If you are not satisfied with the service provided, you may make a formal complaint.
2. Queries about making a complaint can be directed to our Executive Officer, or alternatively to our Chairman. Contact details are:

Sue Nelson  
Executive Officer  
Email: [sue@instituteoflicensing.org](mailto:sue@instituteoflicensing.org)  
Tel: 01264 792973

Daniel Davies  
Institute Chairman  
Email: [daniel.davies@cpltraining.co.uk](mailto:daniel.davies@cpltraining.co.uk)

## Making a Complaint

3. Complaints should be submitted by email to [complaints@instituteoflicensing.org](mailto:complaints@instituteoflicensing.org). We are happy to accept phone complaints which should be directed to Sue Nelson in the first instance (telephone details above).

## Dealing with Complaints

4. The IoL will:
  - a. Acknowledge receipt of the complaint within 3 working days where possible, but in any case within 7 working days.
  - b. Record the complaint and allocate an officer or director to make sure it is investigated promptly.
  - c. Advise the complainant of the allocated officer or director who is dealing with the complaint.
  - d. Resolve the complaint immediately where possible.
  - e. Advise the complainant if there is likely to be a delay in responding to allow further investigation.
5. The Institute will always endeavour to resolve any complaint quickly and to the satisfaction of the complainant.

Signed



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Previous IoL Chairman

Dated

20<sup>th</sup> January 2012