ABI
Association of British Investigators
Upholding Professional Values

Complaints & Disputes Disciplinary Procedure Flow Chart

(For guidance only)

Legend:
DS-Discipline Secretary
DC-Discipline Chairman
IO-Investigating Officer
IA-Independent Adjudicator
DCOM-Discipline Committee

Completed and signed Complaint Form with supporting documents to Secretariat@theABI.org.uk (This invokes complaint) and case forwarded to DS.

DS acknowledges the complaint and where satisfied an answerable complaint exists, forwards complaint to member and provides DC with outline of case. If no answerable complaint the DS may request further details or reject complaint and inform complainant.

Member responds within 14 days and DS communicates response to complainant.

Member fails to respond. Member suspended and referred to GC to consider expulsion.

Member resolves issue with complainant.

Member responds, DS forwards response to complainant to reply within 21 days.

Complainant replies and expresses wish to escalate case. DS & DC instruct IO to prepare case for IA, or DS & DC may decide case ready for IA to advise on whether there is a prime facie case.

Complainant fails to reply, case struck out.

IO liaises with parties to (a) explore resolution, and (b) prepare case for IA.

Complainant requested to pay £350.00 + VAT bond towards IA fees, refundable if IA finds there is a prime facie case. If complainant fails to pay bond, case struck out.

The IA notifies the DS as soon as possible of the IA's decision. In the event of a finding of no case to answer the DS notifies the parties and the case is closed. In the event of a finding of a prime facie case, the DS immediately notifies the member of the alleged breaches.

The member has 14 days to reply with any additional statements of fact or documentary evidence not previously available for consideration by the DCOM. If necessary, the DS arranges a management meeting for the DC and DCOM.

The DS notifies parties of the management meeting outcome and in the event of the case being set for a hearing before the DCOM, each party must 14 days prior to the hearing notify the DS whether they intend to attend the hearing and of any witnesses being called to give oral testimony.

The hearing takes place before the DCOM, who inform the DS of their decision and the DS in turn notifies the parties within 14 days.