Landscape Institute Complaints brought under the Code of Conduct

**Journey Map**

**Stage 1**

**STEP 1**

Send a complaint in prescribed form set out in the guidelines, with guidance from the Head of Regulation if necessary. Complaints should be sent:

- by email to complaints@landscapeinstitute.org or
- by Post to The Landscape Institute 85 Tottenham Court Road London W1T 4TQ

**STEP 2**

Head of Regulation advises CEO of the Complaint and acknowledges receipt

**STEP 3**

Head of Regulation deliberates with the CEO on the appropriate course of action

**STEP 4**

Is the complaint vexatious or inappropriate for the policy?

- No
  - Proceed to Stage 2
  - Complainant informed within 21 days of receiving complaint. May include advice on other courses of action

- Yes
  - End (Case Closed)

**Stage 2**

**STEP 1**

The member who is a subject of a complaint (SoC) is given the opportunity to respond within a specified period

All information is forwarded to the Investigation and Screening Panel

**STEP 2**

Investigation and Screening Panel meet and consider the evidence

- Is there sufficient evidence to decide a course of action or a case to answer?
  - No
    - More information requested and provided within 5 working days
  - Yes
    - Panel makes a decision on course of action in 10 working days

**STEP 3**

Is the Complaint Upheld?

- Yes
  - All parties informed
  - Minor breach sanctions may be imposed by Investigations and Screening Panel following the summary procedure in the regulations. All Parties Informed
  - Case closed unless appeal lodged

- No
  - All parties informed
  - Case closed unless appeal lodged

**Stage 3 – Appeal**

**Appeal lodged and acknowledged by Hon. Secretary**

Is there sufficient grounds for appeal i.e. new evidence, or evidence that the process has not been properly followed?

- No
  - Hon. Secretary writes to complainant to inform that there is insufficient grounds for appeal. Respondent also informed.
  - Case Closed

- Yes
  - Appeal Panel convened
  - Panel meets and makes decision
  - Is the appeal upheld?
    - No
      - All parties informed
      - Sanctions applied
      - Case Closed
    - Yes
      - All parties informed
      - Case Closed