

# **The Institute of Trichologists**

## **Terms of Reference for**

### **Ethics Committee**

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## Part 1 Introduction

These terms of reference have been produced by the Institute of Trichologists Board of Directors for use by the Institute of Trichologists Ethics Committee.

The Ethics Committee is a subcommittee of the IOT Board of Directors to make the management of concerns or complaints raised more effective and efficient.

### 1.1 Statement of Purpose

- To support the complainant in making their complaint
- To monitor and ensure compliance with the published complaints process
- To assess the severity of the Risk and to rate it as assessed.
- To provide resolution to the concern or complaint in line with the published process
- To identify areas for improvement and make recommendations
- To monitor implementation of service improvements, when recommended
- To include complaints made and process of resolution in Registered Members annual audit
- To identify areas of risk and take appropriate steps to prevent harm to the public and protect the reputation and credibility of the register and those on it.
- To gather data on the nature of complaints in Trichological practice to inform best practice standards and continual improvement.

### 1.2 Scope

1. The scope of the committee is investigating all concerns or complaints submitted in writing to the Institute of Trichologists.
2. The complaint can be about a Member from the Public or from another Member.
3. If the complaint does not concern a registered member, information will be retained for audit and if appropriate, general advice and support may be provided in the interests of public education and safety.
4. Unless the Ethics Committee considers that there are exceptional circumstances, information received by the Institute of Trichologists about a registrant will not be considered under these procedures if the individual was not on the register at the time or over two years have elapsed since the conduct occurred or since the date on which the Complainant became aware of the conduct, whichever is the latest.
5. If the complaint is based on hearsay, without supporting evidence it will not be investigated.
6. If the complainant wishes to remain anonymous and anonymity would prevent proper investigation and/or the ability of the registrant to respond and address.
7. Where the Chair of the Ethics Committee has received information about a Registrant and that Registrant is already the subject of an inquiry by the police or other body, or there are on-going criminal or civil proceedings, the investigation or referral may be deferred until the inquiry or proceedings have concluded.

### 1.3 Authority

1. The Ethics Committee has the authority to receive and investigate complaints and to respond to these complaints on behalf of the IOT.
2. The Chairman of the IOT will be made aware of any complaints received and progress in terms of resolution.
3. A register will be kept of all complaints and discussed and reviewed at each Board meeting.

## 1.4 Ethics Committee Membership

The Ethics Committee will consist of 3 elected Members of the IOT Board of Directors. Members will be appointed due to their skill sets and ability to review and evaluate facts and to communicate on all levels.

The Chair of the ethics committee and committee members will be reviewed at each AGM and will remain in place for as long as each Member is a serving IOT Director.

If a Member resigns then a process of finding a replacement will be via the Membership asking for nominations to take the place of the person resigning with each applicant being reviewed by the IOT Board to find the most suitable candidate for the vacant position.

## 1.5 Reporting

1. The Chair of the ethics committee shall be responsible for arranging committee meetings and for recording all actions and findings.
2. Registered concerns or complaints shall be made available to the Board via email communication as they arise, outlining the Risk and proposed actions, keeping anonymity as appropriate of both the complainant and Member.
3. The Chair of Ethics will provide an update to the Board monthly by email and will present an overview of complaints at each Board Meeting to include severity of risk, action taken and resolution, with any briefings to improve processes, procedures and practices also discussed for approval and briefing to Members.

## 1.5 Resources & Budget

The ethics committee will be run on the same basis as the IOT Board where there is no payment made, however should fees need to be incurred the Chair of the Ethics Committee will present a request to the IOT Board with a case to justify any fees that may be required, the IOT Board will make a decision based on each individual case.

## 1.6 Deliverables

The ethics committee will be responsible for receiving and managing all concerns and complaints submitted to the IOT. A register will be kept and updated with updates made to the IOT Board. Any learning points or improvements to processes procedures or practices will be presented to the board for approval and issue to the Membership.

## 1.7 Review

The Terms of Reference will be reviewed annually in line with the annual review of the complaints process

Complaints Procedure Change Log:

Issue No.	Date	Reason for change
1	15/06/2020	
2	27/01/2021	To amend the Ethics committee to LT and AA, removing PB and DH
3	30/03/2021	Addition of the Complaint Investigation Plan
3	30/03/2022	Annual Review – NO CHANGES