



THE SOCIETY FOR  
VASCULAR TECHNOLOGY OF  
GREAT BRITAIN AND IRELAND

## Complaints Procedure

*The SVT can accept complaints only about members whom there are serious concerns about their clinical capability or conduct. Any complaints about other issues such as discrimination, harassment, bullying etc. should be referred to the trust at which the individual is employed. The SVT is concerned where actions by members may reflect on the integrity and the reputation of the Society and thereby inhibit or compromise our ability to assist members with their professional development or practice.*

*The SVT is concerned about protecting the public, and may refer other complaints on to the relevant organisations but cannot deal with these directly.*

*This document provides information on the procedure to be followed if a complaint is made to the SVT about an SVT member.*

### **Who can make a complaint to the SVT about an SVT member/Accredited Scientist?**

- Another SVT member
- Any other healthcare professional who has reasonable concern about the clinical competency of the individual

### **How to make a complaint:**

If you want to make a complaint about an SVT member you can do this in the following way.

#### **In writing:**

Send your complaint to the following address:

The SVT President  
Margaret Powell House  
405 Midsummer Boulevard,  
Milton Keynes  
MK9 3BN

#### **Via email:**

Send your complaint to the following email address:

[SVT President](#)

You will need to include:

1. Your full name and address;
2. As much information about the registrant as you can give, such as their name, profession and place of work; and any professional registration details.
3. As much information about the incident/incidents as you can provide, such as names, dates and places.
4. You may also find it helpful to fill in our SVT complaints proforma.

What happens next?

- The SVT will write to the member to tell them that a complaint has been made against them and request that they attend a meeting (with at least 21 days' notice) of a committee at which he/she will be given the opportunity to answer the complaint against him/her.
- *The member is entitled to be accompanied by another person when he/she appears before the Committee*

The information will be passed to a selected panel of the executive committee members. Present on committee will be:

- The SVT Past president
- The SVT president
- The SVT Vice President
- The SVT Education Committee Chair
- The SVT Professional standards Committee Chair
- SOR representative

**What are the possible outcomes?**

- Upon investigation the committee may decide that there is no case to answer.
- The committee may decide that they need further information before deciding on a course of action.
- The SVT may deem it necessary to revoke SVT membership or AVS in the interests of the society and the public and expel the individual from the organisation (please see expulsion clause below).
- The committee may deem it necessary to inform the HCPC of the complaint if the member is HCPC registered.
- The SVT committee may decide that the complaint is outside its scope of action and therefore refer the case to another organisation.

**Expulsion**

A member shall not be expelled unless at least two-thirds of the Committee then present vote in favour of his/her expulsion. In the event of a tied vote, the Past President's vote will be forfeited.

Any controversy over membership eligibility shall be decided by the Executive Committee.

**Confidentiality**

We understand that making a complaint can be stressful but in order to investigate fully we will need to inform the SVT member who made the complaint.

If an anonymous complaint (one where the person making the complaint does not give us their name) raises serious and credible (realistic) doubts about whether the SVT member has not abided by the SVT code of conduct we will still consider whether we should take further action. However, it can be very difficult to do so if we cannot contact the person who made the complaint for more information.