



CSVS

THE COLLEGE AND SOCIETY
FOR CLINICAL VASCULAR SCIENCE
Great Britain and Ireland

Professional Guidelines

CSVS Complaints Procedure

Version 2.0

September 2025

PS-PP004



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1.0			
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Purpose

This document was prepared by the Professional Standards Committee (PSC) of the College and Society for Clinical Vascular Science (CSVS) to support the practise and delivery of high quality standardised Clinical Vascular Science. This document may be used in its entirety (or referenced in part with suitable additions made by local policy implementers) by all parties involved with clinical vascular science. Suggestions for improving this document are welcome and should be sent to the Chair of the PSC (see csvs.org.uk for current PSC Chair details).

Introduction

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

The CSVS can accept complaints only about members whom there are serious concerns about their clinical capability or conduct. All complaints, including other issues such as discrimination, harassment, bullying etc., should be referred to the employer(s) at which the individual is employed, however the CSVS should be notified of any such investigations. The CSVS 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 CSVS is concerned about protecting the public, and may refer other complaints on to the relevant organisations but cannot deal with these directly.

Who can make a complaint to the Society about any CSVS member?

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

How to make a complaint:

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

- In writing: Send your complaint to the following address:
 - The CSVS President Margaret Powell House 405 Midsummer Boulevard, Milton Keynes MK9 3BN
- Via email: Send your complaint to the current CSVS president, president@csvs.org.uk. You will need to include:

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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. A factual account of the incident/incidents including relevant names, dates and places. Please do not include patient names to respect confidentiality. Where possible, the complainant's identity will remain anonymous from the member being investigated. Please inform CSVS explicitly if you wish to remain anonymous to the member being investigated for the duration of the investigation.

What happens next?

1. CSVS President or an impartial CSVS executive committee member will write to the member to inform that a complaint has been made against them and initial investigations will proceed to validate complaint.
2. CSVS President or an impartial CSVS executive committee member will undertake an initial investigation, upon which the complaint will either be validated or dismissed.
3. If complaint is dismissed, then the member will be informed of this and no further action will be taken.
4. If the complaint remains valid this will be further investigated and the CSVS President or an impartial CSVS executive committee member will write to the member to request that they attend a meeting (with at least 21 days' notice) of a Complaints panel at which he/she will be given the opportunity to answer the complaint against him/her.
5. The member is entitled to be accompanied by another person when he/she appears before the CSVS Complaints Panel, and the CSVS must be informed, in advance, of who the individual is and in what capacity they will be attending.
6. CSVS President or an impartial CSVS executive committee member will inform the member, in advance, of who will be in attendance on the Complaints panel. Any objections to the members of the CSVS Complaints Panel should be submitted by the member in writing (within 7 days of being informed of the panel members) so that alternative panel can be considered.

The information will be passed to a selected CSVS Complaints Panel of executive committee members, including the CSVS President, Vice President and Past President. Also present on the CSVS Complaints Panel may include other members of the executive committee or extended committees.

What are the possible outcomes?

1. Upon investigation the CSVS Complaints Panel may decide that there is no case to answer.
2. The CSVS Complaints Panel may decide that they need further information before deciding on a course of action.
3. The CSVS Complaints Panel may deem it necessary to revoke or suspend CSVS membership or AVS status in the interests of the society and the public or expel the individual from the organisation. A member will be expelled when at least two-thirds of the CSVS Complaints Panel 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.
4. The CSVS Complaints Panel may deem it necessary to inform the organisations of any other professional registrations held (e.g. HCPC), current/recent employers (and CQC where relevant) of the complainant.

5. The CSVS Complaints Panel may decide that the complaint is outside its scope of action and therefore refer the case to another organisation.
6. The CSVS Complaints Panel must provide a written outcome.
7. The member has the right to appeal the decision within 21 days of receiving written outcome. Any grounds for appeal will be dealt with following the same Complaints process as outline above.