

Institute of Leadership Complaints Procedure

Apr 2026

Our commitment

At the Institute of Leadership, we are committed to delivering a high standard of service and upholding the integrity of our membership, programmes and activities.

We welcome feedback and take complaints seriously. Your feedback helps us improve and ensures we meet the expectations of our members and wider stakeholders.

What you can complain about

You can raise a complaint about:

- The conduct of one of our Members; under our Code of Conduct
- The quality or delivery of our services, including membership, events or communications
- An Institute Approved provider or course
- Anyone acting on behalf of the Institute (e.g. staff, volunteers or contractors)
- Decisions or actions taken by the Institute

Complaints can be raised by anyone, including members, non-members and members of the public.

If your concern relates to the conduct of a Member, it may also fall under our Code of Conduct [insert link on our website]. All such concerns are handled through this procedure.

How to make a complaint

You can submit a complaint in writing via our dedicated form here:

<https://forms.cloud.microsoft/e/BJ2LPPruyk>

You can also raise a complaint verbally to a member of staff, who will record it for you.

To help us deal with your complaint, please include:

- A clear description of the issue
- Relevant dates or details
- Any supporting information (if available)
- What outcome you are seeking (if known)

Anonymous complaints will be considered where possible, although this may limit how fully we can investigate.

What happens next

1. Acknowledgement

We will normally acknowledge your complaint within 5 working days.

2. Review and investigation

We will assess your complaint and decide the most appropriate way to handle it.

Where appropriate, we may resolve the issue quickly and informally.

If needed, we will carry out a more detailed review, which may include gathering information and speaking to those involved.

3. Outcome

We aim to respond within 20 working days, where possible.

If more time is needed, we will keep you updated.

Outcomes may include:

- Providing an explanation or clarification
- Taking action to address the issue
- Making improvements to our services
- A formal apology where appropriate

If you are not satisfied

If you are unhappy with how your complaint has been handled, you can request a review.

A senior member of the team who has not been involved will look at your complaint again.

Serious concerns

Some matters require specialist handling, including:

- Safeguarding concerns
- Discrimination or harassment (including sexual harassment)
- Suspected criminal activity
- Data protection issues

These will be handled in line with our relevant policies and may be escalated where appropriate. We may be required to report these matters to the relevant statutory, regulatory or enforcement authority. We will do this where there is a legal obligation to report, or where we consider it necessary to protect individuals or to fulfil our legal and regulatory responsibilities.

Our approach

We will handle all complaints in a way that is:

- Fair and proportionate
- Confidential
- Objective
- Timely

We do not tolerate retaliation against anyone who raises a complaint in good faith.

Further information

Our complaints procedure operates alongside our:

- Code of Conduct
- Safeguarding Policy

- Data Protection and Privacy policies

Where relevant, some matters may be handled in line with our governing documents, including our Articles of Association and Bye-laws.

www.leadership.global

Review

We review our complaints procedure regularly to ensure it remains effective.