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IAFSS is registered in England and Wales as a charity, No 800306

IAFSS – Feedback and Complaints Procedure

The International Association for Fire Safety Science (IAFSS) aims to be the trusted leader in its global community.

We have built a powerful community over many decades and we are proud of the value we deliver through the services and benefits that we provide to our growing global membership.

We realise that there may be times when people are dissatisfied with IAFSS or when IAFSS's work does not meet the standards we set for our organisation. When this happens, we want to hear about it so we can deal with the situation, learn from it, and improve.

This procedure explains how you can give feedback or make a complaint about IAFSS and sets out how we will respond.

Tell us if you are not happy

If you are dissatisfied with the behaviour of a member of IAFSS or of its staff we encourage you to tell the person why you are unhappy as you may be able to resolve the matter with them. If you would not feel comfortable speaking to the person directly, or if you are dissatisfied with their response, you can follow the complaints procedure below.

How to give feedback or make a complaint

Complaints and feedback associated with the complaints procedure will be handled by the Chair of the Diversity, Equity and Inclusivity (DEI) sub-committee. If you wish to give feedback or make a complaint you can send an email to the IAFSS Secretariat [secretariat@iafss.org] who will pass on your email to the Chair of the Diversity, Equity and Inclusivity (DEI) sub-committee.

Please include your name and your preferred contact details so that we can get back in touch with you. If you are making a complaint, please also explain what it relates to and tell us how you would like to see it resolved.

It is important that when you make the complaint you set out fully all the issues that you wish to raise as it may not be possible or cause difficulties if you seek to raise related issues at a later date.

We will make a record of your feedback or complaint. If you want to know how we will use your personal data, you can find our privacy policy [<https://iafss.org/>].

While the IAFSS cannot reply to anonymous complainants, we will always do our best to investigate an anonymous complaint and (where applicable) we will use the information provided to learn and improve.

If a complaint is vexatious or frivolous or repetitive it may result in a complainant being subject to action.

Responding to complaints

We will aim to respond to complaints as quickly as possible. If we think it will take longer than you might reasonably expect we will let you know.

We may respond to complaints in a range of ways; for example, asking someone to investigate the complaint and produce a report, appointing a small committee to hear the report, raising the matter with the Trustees, or we might refer the matter to mediation or, if it is not appropriate for IAFSS to deal with the matter, we might inform you of that.

We will give you the name and contact details of the person who is managing your complaint and we will do our best to ensure that your complaint is dealt with by someone who is unconnected to the matter you have complained about.

We will do our best to resolve your complaint, in a fair, unbiased, equitable and timely manner, but we cannot guarantee that a particular remedy will be offered.

In certain cases, IAFSS may decide to pass a complaint to a regulator or to another external agency such as the police if we suspect the complaint may involve illegal activity.

From time to time we may receive complaints that do not relate directly to our work or something that IAFSS has done. We will not generally comment on, or engage in discussion about, issues that are unrelated to our work.

If you are unhappy with the response we have given to your complaint, you can send a letter or email to our Chair at [chair@iafss.org], or if the Chair is implicated, one of the Vice Chairs. Please include a summary of your complaint and explain why you are not satisfied with the response you received. The Chair will share this information with IAFSS's Trustees at the next Board meeting. You will be informed of any decision.

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