



IML Complaint procedure

Introduction

The promotion of walking through accredited walking events throughout the world as a means of enhancing health and bringing people together is a core element of the IML Walking Association (IML). Walkers are at the core of the IML and it is important that there is a mechanism that if walkers are not satisfied with an IML event that there is a way of noting their concerns and having these investigated and where appropriate remedial actions undertaken.

Walking Events

The IML as a membership organisation does not deliver or organise any walking events. IML members however who organise walking events commit to adopting and supporting this complaints procedure as a condition of their membership of the IML.

Walkers

If something goes wrong at an event or a walker is dissatisfied with what has happened during the walking event, the walker can tell the organisers of their concerns around the walking event. Walkers will be free to raise any matters of concern without risk of disadvantage or their participation or reward around the event. This material describes the IML's complaint procedure and how to make a complaint.

What is a complaint?

A complaint is any expression of dissatisfaction about actions or lack of actions, or about irregularities or a lack of adherence to plans by the organiser of the walking event or any person or organisation acting as an agent of the event organisation.

Who can complain?

Any person who is registered for the event or a family member who is supporting a person at the event is entitled and encouraged to lodge a complaint to the organiser of the event.

Complaints Process and Procedure

The IML complaint procedure has two stages:

Stage 1 – Frontline Resolution

A walker must ensure that the complaint is made in writing. Walkers should make any complaints as soon as practicable during or after the event. Complaints to the IML should be lodged directly to the persons concerned, with a copy to the event organiser. These persons are:

- 1- The official IML delegate *and*
- 2- A responsible board member of the walking event *or*
- 3- If no official IML delegate could attend the walking event the IML delegate will be replaced by a second board member of the walking event.

Walkers shall use the IML complaint form which will assist in walkers in outlining the specific nature of the complaint and any actions they believe should be undertaken as a result of the complaint.

The Complaint Form and any supporting documents will be considered by these persons so that as a priority complaints can be resolved on the spot. This frontline resolution will involve the event organiser and the walker obtaining resolution of the complaint around any immediate action(s) to resolve the problem. Details of the complaint and resolution shall be forwarded to the IML within one week of the event by the event organiser.

Stage 2 – Complaint Investigation and final decision

If no solution or decision can be found at the local level, the complaint will be taken into the internal IML complaint procedure (i.e., if the event organiser is not able to rectify the complaint to the satisfaction of the walker, the walker is encouraged to lodge the complaint with the IML).

The Complaint Form and any supporting documents will be considered by a committee of three persons at least two of whom shall be members of the Board of the IML. The committee shall consider the information and make any other appropriate enquiries with the walker, the event organiser and other persons as may be required. Once this committee has fully investigated the complaint the committee will take a final and binding decision on the complaint.

The IML will ensure that all event organisers are aware of and support this policy.

Time limits for making a complaint

All complaints should be made preferably at the time of the walking event or within three days following the event.

Only in exceptional circumstances, will a complaint be accepted after the time limit.