

# COMPLAINT FORM

**Complaints relating to  
Members of Engineers Ireland  
made under the Engineers Ireland Code of Ethics**

Engineers Ireland  
22 Clyde Road  
Dublin 4

[www.engineersireland.ie](http://www.engineersireland.ie)

## **Important Information**

Please read the Code of Ethics of Engineers Ireland before you complete this form. Section 4.0 of the Code of Ethics contains information on the complaints process, the type of complaints that can be considered and what can happen to your complaint. The Code of Ethics is available on the Engineers Ireland website at <https://www.engineersireland.ie/getattachment/dda7c8d0-d159-4027-b189-86f76fb794a0/Revised-Code-of-Ethics.pdf.aspx>

Engineers Ireland can only consider complaints about Members of Engineers Ireland. Members of the Public can check if a person is a Member of Engineers Ireland on the website at:

<http://www.engineersireland.ie/membership/search-members.aspx>

The role of Engineers Ireland when considering a complaint is to establish whether there has been a breach of the Code of Ethics which amounts to professional misconduct. Not every breach of the Code of Ethics will warrant the establishment of an Investigative and Disciplinary Panel to investigate a complaint .

Please note that Engineers Ireland cannot do the following:

- Pay you money or order an engineer to pay you money.
- Mediate a dispute between you and an engineer.
- Ask an engineer to refund fees or amend the fees charged.
- Order an engineer to carry out works or to provide a service.
- Give or provide engineering services or advice to you.
- Give you legal or professional advice or representation.

### **What do you need to do to make the complaint?**

1. Download this complaint form from our website.
2. If you are complaining about more than one Member you need to complete separate complaint forms for each Member.
3. Type the details on to the complaint form and then print, sign and post it to us. If you are completing the complaint form by hand, please write as neatly and clearly as possible.
4. Enclose any other documentation not exceeding 4 pages that you wish to submit with the complaint form. Do not provide electronic media e.g. memory sticks, CDs. You will be asked to provide additional information if needed.

Please post the signed complaint form to us at: Ethics Department, Engineers Ireland, 22 Clyde Road, Dublin 4, D04 R3N2. In addition to posting the form you can also email the form to [ethics@engineersireland.ie](mailto:ethics@engineersireland.ie) .

### **What happens next?**

When we receive your complaint form we will send you a letter acknowledging receipt of your complaint. The complaint will be provided to the Ethics and Disciplinary Board. The Ethics and Disciplinary Board will decide whether the complaint warrants the establishment of an Investigative and Disciplinary panel to investigate and decide on the complaint. Further information on the complaints process can be found on Engineers Ireland's website at <https://www.engineersireland.ie> .

# 1. Your Details

Title:	
Your full name:	
Address Line 1:	
Address Line 2:	
Address Line 3:	
Address Line 4:	
Address Line 5:	
Eircode, (if known)	
Your daytime telephone number: (include area code)	
Your mobile phone number:	
Your email address:	

## 2. Details of the Member you are complaining about

Please provide the full name of the Member you are complaining about, together with the name and address of where the Member works (if known). If the incident occurred at a different place, please say where it occurred.

**Every Member has a membership number. It would be helpful if you could include this number on the form.** You can [search the membership database](#) for the member's membership number on Engineers Ireland's website.

**Remember - if you are complaining about more than one Member you need to complete separate complaint forms for each Member.**

### The Member's Details

Member's Full Name:	
Membership Number	
The workplace of the Member	
The address for the Member's workplace	
Telephone numbers to include office and mobile numbers	
Email address for the Member	
What is your relationship with the member?	<input type="checkbox"/> Client <input type="checkbox"/> Supplier/Subcontractor <input type="checkbox"/> Employer <input type="checkbox"/> Employee <input type="checkbox"/> Relative <input type="checkbox"/> Other (Please specify)

<p>Have you brought legal proceedings against the Member?</p> <p>If your answer is yes, please provide information about the stage of these proceedings.</p>	
<p>Have you used the services of the Member on more than one occasion?</p>	
<p>Have you made a complaint directly to the Member or his or her Employer about this issue?</p> <p>If yes, what was the outcome?</p>	

### 3. The Code of Ethics

Please identify the parts of the Code of Ethics that you say the Member breached in the box below. Engineers Ireland can only investigate breaches of the Code of Ethics as part of its complaints process. A copy of the Engineers Ireland Code of Ethics can be found [here](#)

## 4. Details of your complaint

Please describe your complaint fully, in the box below, to include exactly what happened, where it happened and when it happened (please include dates where known).

If you do not have enough space, please continue on a separate sheet do not exceed 4 sheets.

Please tick here if you have included a separate sheet(s) and the number of sheets: .

## 5. Documents

If you have any documents, such as a contract between you and the Member, maps or photographs that might support your complaint, please enclose **copies** and please list them here

## 6. Complaints to Other Organisations

Have you made a complaint any other organisation(s)?

- Yes
- No

Please note that the Engineers Ireland's consideration of a complaint is independent to any other organisation.

If you have complained about this to any other organisation(s), please list the organisation(s)

Please provide brief details of what happened to your complaint and send us copies of all correspondence between you and the organisation(s) to which you made the complaint.

# Checklist and Declaration section

<input type="checkbox"/> I have given my name and a contact telephone number.
<input type="checkbox"/> I have given the full name and contact details for the Member.
<input type="checkbox"/> I have identified the parts of the Code of Ethics that I believe the Member has breached.
<input type="checkbox"/> I have described my complaint as fully as possible.
<input type="checkbox"/> I have enclosed the documents that are relevant to my complaint.
<input type="checkbox"/> I have enclosed any other correspondence about my complaint that I have sent to, or received from, any other organisation(s).
<input type="checkbox"/> I have checked that all pages of this form are complete and enclosed together with any additional pages.
<input type="checkbox"/> I understand that a copy of my complaint form and any documents attached to it, together with any further information I submit during the complaint process will be sent to the Member I am complaining about.
<input type="checkbox"/> I confirm, that to the best of my knowledge and belief, all information that I have included is complete and accurate.

**Name (block capitals):**

**Signature:** \_\_\_\_\_

(Please **print the form** and **sign** here in blue or black pen)

**Date:**

Completed form and any supporting documentation should be posted to us at

Engineers Ireland  
22 Clyde Road  
Dublin 4  
D04 R3N2

For more information about our complaints process please visit the Ethics section of our website [www.engineersireland.ie](http://www.engineersireland.ie)