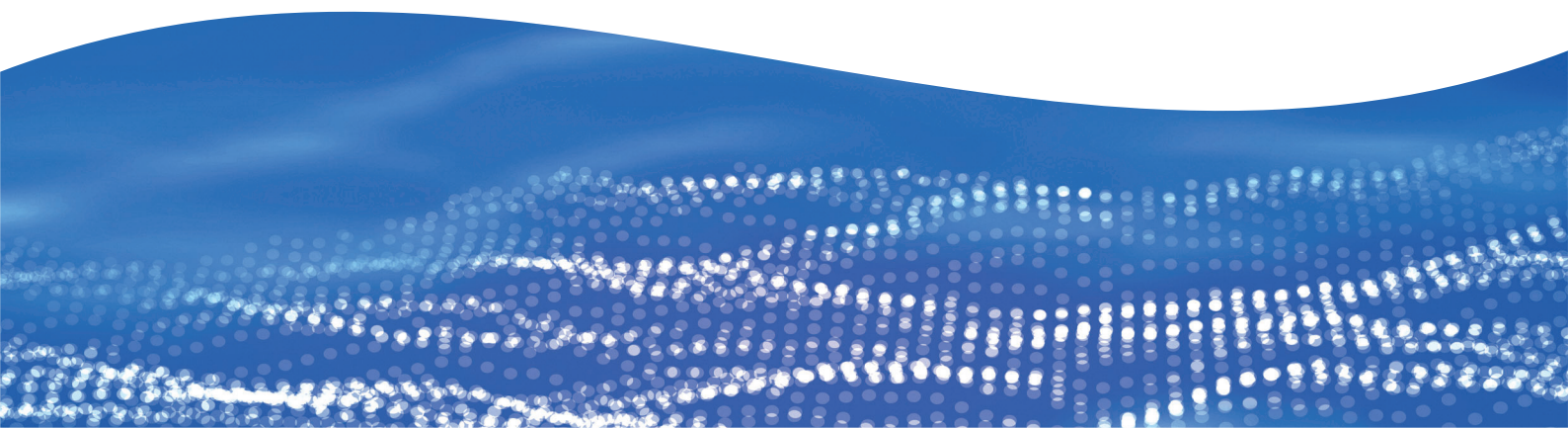




# IMCA Complaints Procedure

IMCA G007 Rev. 0.2  
May 2024





The International Marine Contractors Association (IMCA) is the international trade association representing offshore marine contractors, service companies, and the industry's supply chain.

IMCA's mission is to improve performance in the marine contracting industry. Our value proposition is to influence our industry in key technical, contractual, policy and regulatory matters that are in the collective best interest of the marine contracting industry.

For over 25 years IMCA has maintained an important body of knowledge to assist our industry in the form of published guidance documents promoting good practice across a wide range of technical and professional disciplines. Documents have a self-explanatory title and are catalogued using a code containing letters and numbers. The letter indicates the discipline, and the number is simply sequential within that discipline.

Members are expected to adopt as a minimum standard the technical guidelines (published documents, information notes and other materials) produced by the Association appropriate to the technical division(s) and region(s) to which the relevant Member belongs.

### Legal Notice

IMCA's store terms and conditions are available at <https://www.imca-int.com/legal-notice/terms/> and apply to all downloads from IMCA's website, including this document.

IMCA makes every effort to ensure the accuracy and reliability of the data contained in the documents it publishes, but IMCA shall not be liable for any guidance and/or recommendation and/or statement herein contained. The information contained in this document does not fulfil or replace any individual's or Member's legal, regulatory or other duties or obligations in respect of their operations. Individuals and Members remain solely responsible for the safe, lawful and proper conduct of their operations.

## IMCA G007 Rev. 0.2

**Document designation:** This document is categorised as **Governance**

**Feedback** – If you have any comments on this document, please email us:

[feedback@imca-int.com](mailto:feedback@imca-int.com)

### Version history

Date	Reason	Revision
May 2024	Document quality review, preface and layout updated; no change to content	Rev. 0.2
August 2018	Updated in line with revised Constitution	Rev. 0.1
17 December 2003	Initial adoption	

## **1 Introduction**

These guidelines are compiled for Members in accordance with the Constitution, as represented by the Articles of Association and Bye-laws. These documents are available to all Members via the IMCA website.

## **2 Policy**

IMCA will comply with competition law and it will be open, transparent and non-discriminatory.

### **3 Board Responsibilities**

The governing body of IMCA is the Board of directors (the “Board”) of IMCA Holdings Ltd (the “Company”). The composition, scope of responsibilities and powers of the Board are contained in the Articles of Association, which are available on IMCA’s website. The constitution documents explain:

- ◆ the criteria for new members
- ◆ the expectations placed on members
- ◆ misconduct that can lead to disciplinary procedures, including expulsion, together with the reasons for this, notice periods and opportunities for explanation
- ◆ the mechanism for members to advise the Association of the misconduct of a member.

The board of directors have power to make, repeal and amend the bye-laws (which shall not conflict with the articles) as they may from time to time consider necessary for the well-being of the Company.

The Association has the support of a Secretariat comprising technical staff and administrative support staff. The CEO is responsible for the day-to-day running and performance of the Secretariat.

#### **4 Complaints from Members**

Complaints must be made in writing and should be addressed to the Chief Executive, who will address them in conjunction with the Chairman of the Operations Committee and respond with a written reply.

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## **5 Complaints from Non-Members**

Complaints from outside the Association should be sent to the Chief Executive, who will address them in conjunction with the Chairman of the Board and will respond with a written reply.

## **6 Complaints via the Secretariat**

Complaints received by members of the Secretariat, from whatever source, will be forwarded to the Chief Executive who will, depending on their nature, address them in conjunction with the Chairman of the Operations Committee or the Chairman of the Board, and will respond with an appropriate reply.



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## **7 Right of Appeal**

There is a right of appeal to the Board.

## **8 Appeal Process**

Any member, applicant or other body wishing to appeal against any decision taken should notify the Chief Executive, in writing, of their intention to appeal and should do so no later than the tenth working day following notification of the decision by the Chief Executive. The appeal will be addressed by the Board at the next available meeting who will take into consideration all the relevant details and whose decision shall be final.