



INTERNATIONAL PRACTICAL SHOOTING CONFEDERATION



INTERNATIONAL RANGE OFFICERS ASSOCIATION

MEMBER HANDBOOK

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Introduction

The purpose of this handbook is to give an explanation about IROA, set out the membership criteria, together with stating the expectations of behaviour and personal conduct we have of IROA members.

The contents relating to behaviour and conduct are not intended to cover all eventualities, but lay down minimum and common standards for IROA Officials. In all cases, conduct affecting the image and performance of IROA shall fall under the supervision and purview of the IPSC President and IROA personnel who he designates as his representatives.

Throughout this handbook the terms “we”, “us”, “our”, etc. refer to the International Range Officers Association.

References made herein to the male gender (e.g. "he", "his", "him") are deemed to include the female gender (e.g. "she", "her").

What is IROA?



*Dino Evangelinos
President, IROA*

Range Officials form the support and infrastructure of practical shooting and, for this reason, we have the International Range Officers Association (IROA) and the various National Range Officer Institutes (NROI). They were designed to establish a structure for the creation, accreditation, recognition, and maintenance of match officials. Following the goals of the Range Officer's Creed, these organizations will ensure that IPSC Range Officials are the best trained, the best qualified, and the best prepared, to a consistent world-wide standard.

There exists a direct relationship between the quality of the officiating, and the quality of the match. And because of this, officials around the world can be proud of becoming Range Officials. They can enjoy the camaraderie of their fellow officials, and be proud to be a part of the fraternity of IPSC Officials.

Terms of Reference

Name:

International Range Officers Association (IROA)

Created by:

1988 IPSC General Assembly

Primary Function:

Support and supervision of IPSC International Matches.

Structure:

Executive Committee:

- Chairman (Appointed by IPSC President)
- President (Appointed by IPSC President)
- Vice President (Appointed by IPSC President)
- Secretary (Appointed by IROA President)
- IPSC Rules Coordinating Committee Chairman
- IPSC Seminar Services Committee Chairman
- Member (Appointed by IROA President)
- Member (Appointed by IROA President)

The IROA President may appoint additional members to the committee.

Reporting:

The IROA President reports to the IPSC President and the IPSC General Assembly.

Strategic Plan:

IROA has five main responsibilities:

1. Education:

The preparation, development, maintenance and distribution of match official training materials which reflect the current and future requirements of IPSC match.

The training, certification, maintenance and evaluation of IROA instructors.

The identification and training of national match officials who exhibit a high level of competence, an exemplary attitude, and a personal commitment to the safety and quality of IPSC matches to join the ranks of IROA.

The promotion of programs and policies to assist the Regions of IPSC in the installation and development of National Range Officer Institutes using the IROA model and standards.

2. Membership:

a) Criteria for Membership.

b) Annual Maintenance of Membership.

c) The introduction of benchmark systems to facilitate the development, deployment and promotion of IROA Officials in an equitable and orderly fashion subject to match requirements and individual experience and expertise. Such systems to recognize the importance of constructive but critical feedback to enhance individual development and improvement.

d) To devise and employ a fair and just system to discipline IROA officials with the understanding that IROA officials must set a very high standard as an example to NROI officials and IPSC competitors at all times.

3. Administration:

The creation and maintenance of current records of IROA Officials including their ranks and historical performance

To set and administer codes of conduct as well as minimum standards for attitude and appearance to maintain the IROA image throughout IPSC.

Install and maintain a system to provide IROA officials with appropriate identification, apparel, equipment, and compensation (where applicable).

4. Operations

To provide IPSC Regions/NROIs with technical and practical support to assist them in delivering high quality international matches.

To provide IPSC matches with high quality crews of IROA officials to help ensure matches are conducted as safely as possible and to provide logistical support to ensure orderly operation, including the actual construction of the stages if necessary.

To inspect and maintain targets, props, range conditions and any other aspects of matches as may be deemed necessary.

To direct and control the consistent application of the IPSC rules to constantly strive for the highest level of equity in competition and the enjoyment of the competitors.

5. Consultation

To advise IPSC on all matters relating to rule changes and match operations including safety, firearm and equipment development and competitor actions.

To provide the Regions with current and effective expertise to assist them with the development and maintenance of their NROI organizations.

To provide IPSC with appropriate research, opinions and evidence as may be required.

Note: Some of the above responsibilities may be effected through other IPSC committees.

Core Values:

People, Knowledge, Integrity, Experience, Excellence, Teamwork, Ingenuity and Service.

Range Officer's Creed

As an IPSC Range Officer, I shall conduct all matches with the safety of the competitors, spectators and fellow Range Officials first and foremost in my thoughts and actions. I shall always be courteous while maintaining firm control over my range and areas of responsibility. I will always strive to be totally fair and impartial in my judgments.

1. Safety shall always be my primary goal, with efficiency and speed of the match as secondary factors.
2. It is a privilege and an honor to serve as a Range Officer and I shall act accordingly.
3. It is my duty to assist all competitors in their attempts to accomplish their goals and not to hinder them by undue harassment and authoritarian behaviour.
4. I shall put aside personal prejudices and act as an impartial judge at all times.
5. I shall keep my opinions to myself and shall not be critical of any individual beyond the field of contest.
6. I will thoroughly familiarize myself with all current regulations, match rules and attendant subjects.
7. I will be firm and fair in all judgmental calls made during the course of a stage, and be prepared to state in a clear and concise manner my reasons for such calls to the particular competitor or any Range Official.
8. During the course of a stage, my attention shall be clearly focused on the particular competitor I am assigned to observe, and I shall not permit my attention to be misdirected or lax.
9. Prior to and during a stage, I shall never consume any alcoholic beverage or narcotic. I understand that if I violate this rule, I may be suspended or barred from serving as a Range Official in the future.
10. I shall confer only with my fellow Range Officers and Match Officials concerning the behaviour of any competitor and any decisions to be rendered.
11. I shall exercise due consideration for the personal emotions of any competitor, and shall act in a manner so as not to embarrass or disturb the competitor any more than is absolutely necessary.
12. I shall strive to never give even the appearance of wrongdoing.

Objectives of a Good Course of Fire

Safety

IPSC matches must be designed, constructed and conducted with due consideration to safety.

Quality

The value of an IPSC match is determined by the quality of the challenge presented in the course design. Courses of fire must be designed primarily to test a competitor's IPSC shooting skills, not their physical abilities.

Balance

Accuracy, Power and Speed are equivalent elements of IPSC shooting, and are expressed in the Latin words "Diligentia, Vis, Celeritas" ("DVC"). A properly balanced course of fire will depend largely upon the nature of the challenges presented therein, however, courses must be designed, and IPSC matches must be conducted in such a way, as to evaluate these elements equally.

Diversity

IPSC shooting challenges are diverse. While it is not necessary to construct new courses for each match, no single course of fire must be repeated to allow its use to be considered a definitive measure of IPSC shooting skills.

Freestyle

IPSC matches are freestyle. Competitors must be permitted to solve the challenge presented in a freestyle manner, and to shoot targets on an "as and when visible" basis. After the start signal, courses of fire must not require mandatory reloads nor dictate a shooting position, location or stance, except as specified below. However, conditions may be created, and barriers or other physical limitations may be constructed, to compel a competitor into shooting positions, locations or stances.

Difficulty

IPSC matches present varied degrees of difficulty. No shooting challenge or time limit may be appealed as being prohibitive. This does not apply to non-shooting challenges, which should reasonably allow for differences in competitor's height and physical build.

Challenge

IPSC Handgun matches recognize the difficulty of using full power handguns in dynamic shooting, and must always employ a minimum caliber and power level to be attained by all competitors to reflect this challenge.

Membership Criteria

International Stats Officer (SO)

Duties and Terms of Reference:

Stats Officer (“SO”) – collects, sorts, verifies, tabulates and retains all score sheets and ultimately produces provisional and final results (under direct authority of the Range Master).

Membership Requirements:

- Must be a current member of his Region.
- Must be a current working member of his Region’s NROI and hold a rank of RO or above.
- Must have accumulated a minimum of 15 match points as a Stats Officer at IPSC Level II or higher matches, including at least 1 Level III.
- Must be sufficiently fluent in English to be able to run a stats office at an internationally sanctioned match e.g. communicate with other Officials and competitors about scores and procedures.
- Must submit an IROA membership application using the prescribed form. The application form must be countersigned by both his Regional Director and NROI Chairman, and then forwarded to IROA.

Procedure:

Following receipt of a correctly completed application and confirmation that the applicant complies with the above Membership Requirements, the applicant’s name will be circulated to all IROA members for comment. The IROA Executive Committee will then consider the application for membership, together with any comment(s) received and will, by 3/4 majority vote, decide to either reject or accept the application. If the latter, the applicant will be given the rank of International Stats Officer and will be sent a formal Letter of Acceptance, an IROA shirt and Stats Officer card.

If the applicant is rejected the IROA Executive Committee will stipulate a minimum waiting period before the applicant is allowed to re-apply.

International Range Officer (RO)

Duties and Terms of Reference:

Range Officer (“RO”) – issues range commands, oversees competitor compliance with the written stage briefing and closely monitors safe competitor action. He also declares the time, scores and penalties achieved by each competitor and verifies that these are correctly recorded on the competitor's score sheet (under the authority of a Chief Range Officer and Range Master).

Provisional Membership Requirements:

- Must be a current member of his Region.
- Must be a current working member of his Region’s NROI and hold a rank of RO or above.
- Must have accumulated a minimum of 15 match points as a RO/CRO/RM at IPSC Level III or higher matches. This can be accomplished by working a minimum of 3 Level III Handgun matches. The balance may be any combination of Level III Handgun, Shotgun or Rifle matches.
- Must be sufficiently fluent in English to be able to run a stage in an internationally sanctioned match i.e. read the stage briefing, give range commands and answer questions.
- Must have successfully passed an IROA Level I Range Officer Seminar, which may be conducted by either an IROA Instructor or a certified NROI Instructor of the Region in which the Seminar is held.
- Must submit an IROA membership application using the prescribed form which must be countersigned by both his Regional Director and NROI Chairman, then forwarded to IROA.

Procedure:

Following receipt of a correctly completed application and confirmation that the applicant complies with the above Provisional Membership Requirements, IROA will provisionally accept the applicant and send him a Provisional Range Officer card.

Full Membership Requirements:

- As Provisional Membership plus:
- Must work at a minimum of 2 Internationally Sanctioned matches within 24 months of acceptance as a Provisional Range Officer, and this to be under the supervision of other non-provisional IROA Officials (appointed for this purpose by the RM of the subject matches). At each of these matches the Provisional Range Officer card must be signed by the supervising Official (who must not be a countersignatory to the original membership application). The completed card is then submitted to IROA.

Procedure:

Following receipt of a correctly completed card, the applicant's name will be circulated to all IROA members for comment. The IROA Executive Committee will then consider the application for full membership, together with any comment(s) received and will, by 3/4 majority vote, decide to either reject or accept the application. If the former, the applicant will cease to be a Provisional International Range Officer. If the latter, the applicant will be given the rank of International Range Officer and will be sent a formal Letter of Acceptance, an IROA shirt and Range Officer card. The accumulated number of match points will be reset to 15.

If the applicant is rejected the IROA Executive Committee will stipulate a minimum waiting period before the applicant is allowed to re-apply.

International Chief Range Officer (CRO)

Duties and Terms of Reference:

Chief Range Officer ("CRO") – is the primary authority over all persons and activities in the courses of fire under his control, and oversees the fair, correct and consistent application of these rules (under the authority of the Range Master).

Membership Requirements:

- Must be a current member of his Region.
- Must be a current working member of his Region's NROI and hold a rank of CRO or above.
- Must be a current International Range Officer.
- Must have accumulated a minimum of 35 match points at IPSC Level III or higher matches, including at least 1 Level IV or V.
- Must have worked as a CRO or RM at 3 or more IPSC Level III or higher matches.
- Must be sufficiently fluent in English to be able to fulfil the duties of a CRO in an internationally sanctioned match.
- Must have successfully passed an IROA Level II Range Officer Seminar, which may be conducted by either an IROA Instructor or a certified NROI Instructor of the Region in which the Seminar is held.

Procedure for Promotion to CRO:

Applicants must submit an application for promotion using the prescribed form. The application must be countersigned by both his Regional Director and NROI Chairman, and then forwarded to IROA. In addition, the application must be supported by 2 current IROA CROs or RMs (who must not be members of the IROA Executive Committee).

Following receipt of a correctly completed and supported application for promotion, the applicant's name will be circulated to all IROA CROs and RMs for comment. The IROA Executive Committee will then consider the application for promotion, together with any comment(s) received and will, by 3/4 majority vote, decide to either reject or accept the application. If the former, the applicant will continue to be an International Range Officer. If the latter, the applicant will be given the rank of International Chief Range Officer.

If the applicant is rejected the IROA Executive Committee will stipulate a minimum waiting period before the applicant is allowed to re-apply.

International Range Master (RM)

Duties and Terms of Reference:

Range Master (“RM”) – has overall authority over all persons and activities within the entire range, including range safety, the operation of all courses of fire and the application of these rules. All match disqualifications and appeals to arbitration must be brought to his attention. The Range Master is usually appointed by and works with the Match Director, however, in respect of IPSC sanctioned Level IV or higher matches, the appointment of the Range Master is subject to the prior written approval of the IPSC Executive Council.

Membership Requirements:

- Must be a current member of his Region.
- Must be a current working member of his Region’s NROI and hold a rank of RM.
- Must be a current International Chief Range Officer.
- Must have accumulated a minimum of 55 match points at IPSC Level III or higher matches, including at least 1 Level IV or V as a CRO.
- Must have worked as a RM at 3 or more IPSC Level III or higher matches .
- Must be sufficiently fluent in English to be able to fulfil the duties of a RM in an internationally sanctioned match.

Procedure for Promotion to RM:

Applicants must submit an application for promotion using the prescribed form. The application must be countersigned by both his Regional Director and NROI Chairman, then forwarded to IROA. In addition, the application must be supported by 2 current IROA RMs (who must not be members of the IROA Executive Committee).

Following receipt of a correctly completed and supported application for promotion, the applicant’s name will be circulated to all IROA RMs for comment. The IROA Executive Committee will then consider the application for promotion, together with any comment(s) received and will, by 3/4 majority vote, decide to either reject or accept the application. If the former, the applicant will continue to be an International Chief Range Officer. If the latter, the applicant will be given the rank of International Range Master.

If the applicant is rejected the IROA Executive Committee will stipulate a minimum waiting period before the applicant is allowed to re-apply.

Maintenance of Membership

1. Every IROA member must earn a minimum of 3 match points at IPSC Level III or higher matches per calendar year in order to maintain his IROA membership.
2. Every IROA member must send details of his annual match experience at IPSC Level III or higher matches to IROA in the prescribed manner by 31st January of the following year. Receipt of this information will be acknowledged by IROA. Provisional members who have satisfied the requirements for Range Officer status in the previous year need only provide details of any Level III or higher matches worked after the provisional points were attained.
3. If IROA has not received the previous year’s experience details for any member by the 1st Feb, then that member will be listed as “Not Current” and his points will not be recorded retroactively.
4. Any member listed as “Not Current” may appeal to IROA in writing to continue current membership by gaining the minimum required maintenance points in the year following the year of non compliance. If he should fail to send in proof of having gained the minimum match points as stipulated in clause 1 by the 31st January deadline for a second consecutive year, he will automatically cease to be an IROA member.

In exceptional circumstances the IROA Executive Committee may waive a member’s membership maintenance requirements as set out in clauses 1 - 4 above.

5. Persons who have ceased to be IROA members under clause 4 above may be reinstated at a later date, subject to 3/4 majority vote of the IROA Executive Committee in favour.

Persons seeking reinstatement must submit a written request to the IROA President detailing the reasons for failure to complete the necessary maintenance requirements and any mitigating circumstances supporting the request.

6. IROA Range Masters of Level III or higher matches are required to send a report to IROA immediately after the match naming all IROA personnel, their respective function (e.g. RO, CRO, Stats Officer) and a brief evaluation of their performance, discipline and general conduct.
7. Based on such reports, IROA may require members at any time to attend an IROA Level I or II Seminar or any other type of assistance program offered to the Regions for further training and counselling.
8. It is the member's responsibility to inform IROA electronically in a timely manner of any change of personal information (e.g. address, phone, e-mail address, change of Region) with a copy of such information to be sent to the NROI of his Region.
9. Current membership of both the Official's own Region and Regional NROI is a condition of IROA membership. Termination of Regional membership or suspension from his NROI will automatically cause an IROA Official to cease to be an IROA member.
10. The fact that a former IROA member is reinstated in his Region or NROI will not automatically reinstate him as an IROA member or with his previous IROA rank.
11. The same conditions will apply if an IROA member decides to leave, then wishes to rejoin, IROA.
12. Officials who have ceased to be IROA members under clauses 9 and 11 above may be reinstated at a later date, subject to 3/4 majority vote of the IROA Executive Committee in favour.

Officials seeking reinstatement must submit a written request to the IROA President detailing the reasons, together with any mitigating circumstances supporting the request.

IPSC Match Levels and Points

The IPSC Match Levels are set out in Appendix A1 of the current edition of the IPSC Handgun Match Rules.

Matches are awarded a points value as a measure of participation and maintenance for IROA Officials as follows:

Level III Match	(e.g. Regional Championship)	3 points.
Level IV Match	(e.g. Continental Championship)	4 points.
Level V Match	(e.g. World Championship)	5 points.

Instructor

Instructor

Duties and Terms of Reference:

Instructor – organizes and conducts IROA Seminars in accordance with the current IROA syllabus.

Membership Requirements:

- Must be a current member of his Region.
- Must be a current working member of his Region's NROI, and within that Region hold a rank of RM and a qualification of Instructor.
- Must be a current IROA Official.
- Must have worked as a fully approved and appointed Regional Instructor at 3 or more seminars subsequent to the appointment, and these must have been conducted in accordance with the approved IROA syllabus.
- Must be sufficiently fluent in English to be able to teach IROA Seminars in English internationally.

Procedure for Appointment as an Instructor:

Applicants must submit an application using the prescribed form. The application must be countersigned by both his Regional Director and NROI Chairman, then forwarded to IROA.

Following receipt of a correctly completed and supported application, the applicant's name will be circulated to all IROA Instructors for comment. The IROA Executive Committee will then consider the application, together with any comment(s) received and will, by 3/4 majority vote, decide to either reject or accept the application. If successful the applicant will be given the qualification of Instructor in addition to his current rank. When the applicant is rejected the IROA Executive Committee will stipulate a minimum waiting period before the applicant is allowed to re-apply.

Maintenance of Qualification

1. Every IROA Instructor must either conduct, or assist at, a minimum of 1 IROA Seminar per calendar year in order to maintain his Instructor qualification.
2. Every IROA Instructor must send details of his previous calendar year's instruction experience to IROA in the prescribed manner by 31st January of the following year. Receipt of this information will be acknowledged by IROA.
3. Any Instructor listed as "Not Current" may appeal to IROA in writing to continue his current status by conducting or assisting at a minimum one 1 IROA Seminar in the year following the year of non compliance. If an Instructor should fail to send in proof by the 31 January deadline for a second consecutive year that he has conducted or assisted at a minimum of 1 IROA Seminar, he will automatically cease to be an IROA Instructor.

In exceptional circumstances the IROA Executive Committee may waive a member's qualification maintenance requirements as set out in clauses 1 -3 above.

4. Persons who have ceased to be IROA Instructors under clause 3 above may be reinstated at a later date, subject to 3/4 majority vote of the IROA Executive Committee in favour.

Performance and Conduct

IROA has established administrative functions to monitor and evaluate the conduct and performance of IROA Officials. This role includes the responsibility for taking appropriate action to ensure that IROA members are performing their duties within acceptable standards. All reasonable efforts will be made to provide relevant assistance and support where a need is identified. Members are encouraged to contact IROA whenever they identify such a need both personally and with regard to fellow members.

Listed below are examples of performance and conduct that are deemed unacceptable when working as an IROA member. The items listed below mostly refer to activities on the range but may be extended to include unacceptable behaviour away from the range during the period of a visit to a match as an Official.

Performance:

- Failure to observe procedures.
- Failure to be up-to-date with the current rules and interpretations.
- Failure to wear correct uniform, protective clothing or equipment provided for your safety, without a valid and acceptable reason.
- Insufficient fluency in English to be able to fulfil the duties of your rank.
- Smoking at any time while giving the stage briefing or while actually conducting competitors during their attempts at a course of fire.

Misconduct:

- Rudeness to competitors, spectators, or other officials.
- Abusive behaviour.
- Careless loss or damage of tools or equipment.
- Minor but wilful or negligent damage to property.
- Inappropriate behaviour.
- Failure to carry out duties or reasonable instructions from a senior official.
- Any form of discrimination.
- Unauthorised absence.
- Breach of rules.

Gross Misconduct:

- Theft or unauthorised possession of any property belonging to someone else.
- Serious deliberate or reckless damage to property.
- Falsification of reports, accounts, or expense claims.
- Misrepresentation of IROA rank.
- Refusal to carry out duties or reasonable instructions from a senior official.
- Intoxication by reason of alcohol or drugs.
- Serious breach of rules.
- Fighting or other violent, dangerous or intimidating conduct.
- Bullying, sexual, racial or other harassment of a fellow official, competitor, or spectator.
- Gross negligence or incompetence.
- Bringing the sport, IPSC, or IROA into disrepute.

Disciplinary Procedures

Introduction

The disciplinary procedures outlined below shall apply in cases where a member's performance or behaviour may be deemed to be unsatisfactory.

The IPSC President, the IROA President, the IROA Vice-President or the IROA Executive Committee may appoint one or more members of the IROA Executive Committee to form an IROA Disciplinary Committee.

In the event that one or more steps of the procedure is prevented from taking place by circumstances beyond the control of either the IROA Disciplinary Committee or the member, it may be necessary or sensible to modify or exclude the affected step or steps.

All disciplinary actions will be treated as confidential. The IROA Disciplinary Committee and the IROA Executive Committee will treat all records, witness statements and decisions as private and secure where possible.

Informal Procedure

Whenever possible, poor performance and minor conduct issues will be resolved on an informal basis. In the event that a resolution cannot be attained in this manner, the following formal procedures will apply.

Formal Procedures

These formal procedures have been adopted to enable alleged problems relating to poor performance or misconduct to be dealt with fairly, consistently and with a minimum of delay.

Disciplinary actions resulting from this procedure will take one of the following forms:

- A performance improvement requirement (in writing).
- A written warning.
- Dismissal.
- Such other sanction as determined by the Disciplinary Committee.

Dismissal will usually apply only in cases of gross misconduct or in cases of repeated or multiple offences within a set time period (usually within 12 months). However, during a period of IROA provisional membership, a single case of proven misconduct will usually result in dismissal.

Authority to Deal with Disciplinary Decisions

Decisions to take formal action in unacceptable performance or disciplinary matters may only be made by the IROA President, the IROA Vice-President or an IROA Disciplinary Committee

Preliminary Investigation

Following receipt of a report of poor performance or misconduct a Preliminary Investigation will usually be conducted to determine whether to continue with the formal procedures in full. This Preliminary Investigation should attempt to determine the facts as well as to identify any witnesses or other persons relevant to the case, and to gather and confirm any physical evidence. The Preliminary Investigation should ideally take place as soon as possible and, where the event is related to a specific IPSC match or event, the investigation should ideally take place while all relevant persons are available.

A member who is the subject of the investigation will usually be requested for his version of the events leading to the investigation. A failure to comply will not prevent the investigation, or any formal hearing, from taking place.

Disciplinary Hearing

If, as a result of the investigation, the IROA Disciplinary Committee determines that a full hearing is justified, the member will usually be advised by letter or email of the decision and given the details of the complaint against him. The member will be advised as to the nature of the complaint and given an opportunity to review any evidence or witness statements supporting the complaint. The member will be advised of the time and place of the hearing, which

he will be requested to attend. In certain extreme cases, such as at or during a match, this notification may instead take place verbally.

The hearing will be conducted by the Disciplinary Committee and additional members of the IROA Executive Committee may be co-opted to assist at this or any other point in the proceedings. The hearing may be conducted by email or telephone if it is too difficult or costly to conduct the hearing with all parties physically present. This decision lies solely with the Disciplinary Committee.

During the hearing, the member will be asked to provide a response to the complaint as well as any evidence supporting his position.

In due course the member will be advised of the Committee's decision and any penalty if applicable. This will be advised in writing, either by email or by regular post. If applicable, the member will also be advised as to the rights for an appeal and the applicable procedure to lodge such an appeal.

Right to be Accompanied at a Disciplinary Hearing

A member may choose to be accompanied or assisted by a fellow IROA member, his Regional Director or his NROI Chairman during any disciplinary hearing. In a case where the hearing is conducted by email or telephone, the chosen assistant will be included in the process.

The member must advise the Disciplinary Committee, in advance, of any persons the member wishes to be included in the procedures or at any hearing. Reasonable requests for such persons to be involved and/or present will be accepted and the procedure may be delayed for up to 7 days to allow time to make any necessary arrangements. Some persons may not be acceptable. For example, other persons who were involved in the event(s) which led to the complaint might not be approved. IROA reserves the right of approval in all cases, which will not be unreasonably withheld.

Evidence submitted by the member's assistant may be taken into consideration, but all inquiries directed to the member must be answered by the member. Reasonable translation assistance will be allowed but the answers and evidence required of the member must be provided by the member directly.

A member's failure to participate in this process, or refusal to answer questions, or provide details, will not prevent the Disciplinary Committee from making a decision or determining disciplinary action or required performance improvements.

Recording of Formal Proceedings

Decisions and any disciplinary actions will be recorded and retained.

Procedures if the Complaint is Upheld

If after a disciplinary hearing it is determined that the allegations are substantiated, appropriate action will be applied. This will usually involve one of the following:

Written Warning

Poor Performance –The member will be advised of the precise nature of the poor performance in writing, as well as the level of performance and improvement required, together with a realistic time limit for achieving that improvement and the consequences of failure to achieve and/or maintain the improvement.

Misconduct –The member will be advised of the precise nature of the misconduct in writing. The warning will state that any further offence of misconduct on the part of the member will result in the termination of IROA membership or such other sanction as is determined by the IROA Executive Committee.

A copy of the written warning will be kept on file but will be disregarded for disciplinary purposes usually after a period of 12 months, subject to satisfactory conduct and performance during this period. The Disciplinary Committee, or the IROA Executive Committee, may specify a shorter or longer period as they see fit.

Additional Sanctions

In addition to issuing a written warning the Disciplinary Committee, or the IROA Executive Committee, may decide at their discretion to suspend and/or demote a member.

Dismissal and Other Sanctions

Performance – If following a Written Warning, a member does not show sufficient improvement or fails to maintain the required level of improvement or adjustment for the period stipulated, then the member may be demoted and/or suspended or dismissed. The IROA Executive Committee will be the sole authority in such determinations. Additional hearings or inquiries may not be undertaken.

Misconduct – If a member fails to act upon the requirements for improved behaviour and conduct specified in the written warning, or is the subject of a new proven complaint, then the member may be demoted and/or suspended or dismissed. The IROA Executive Committee will be the sole authority in such determinations. Additional hearings or inquiries may not be undertaken.

Procedure for Gross Misconduct

Gross misconduct is treated very seriously. There will always be a full investigation and a hearing for cases of alleged gross misconduct. During this period, the member will be suspended while the investigation takes place. If it is determined that gross misconduct has occurred, the penalty will be immediate dismissal from IROA. Alternative disciplinary action may be taken in exceptional circumstances.

Appeals Procedure

A member has the right to appeal against a disciplinary decision arising from the procedures set out above. The written notice advising you of the outcome of a hearing will include a statement about the rights of appeal.

If a member chooses to appeal, the appeal must be in writing. The member must state the basis for the appeal and provide details of any incorrect or misapplied facts in the original decision, and send or deliver the appeal to the IROA President within 21 days of the receipt of the original written decision.

There may be an appeal hearing and if this is the case all involved parties should ideally attend a physical meeting if reasonably possible. If not, the hearing will be held by e-mail or telephone. As in the previous procedures there is the right to be accompanied or assisted and the hearing may be postponed for up to 7 days to facilitate these arrangements.

The appeal hearing will be conducted within a reasonable period of the appeal being lodged.

The outcome will either be:

- To reject the appeal and confirm the original decision.
- Uphold the appeal and reduce or revoke the original decision.

The result of the appeal will be confirmed in writing within 14 days of the appeal meeting.

Reapplication for Membership

Members dismissed for reasons other than gross misconduct may not reapply for membership until a period of 24 months from date of the dismissal has elapsed. Members dismissed for gross misconduct may not reapply for membership.

Grievance Procedure

There may be occasions where misunderstandings or grievances may arise.

In the interest of fairness, redress of these grievances may usually be sought in accordance with the following procedure, which is not binding.

In the event that one or more steps in the procedure is prevented from taking place by circumstances beyond the control of either the IROA Executive Committee or the member, it may be necessary or sensible to modify or exclude the affected step or steps.

A member has the same right to be accompanied or assisted at a grievance hearing as previously described for a disciplinary hearing (see previous chapter).

Informal Resolution

If a member has a question or grievance which concerns the member personally and directly and where it is felt it requires a decision or resolution, the member should first discuss the matter informally with any member of the IROA Executive Committee.

Formal Procedure

If a matter cannot be resolved informally then the member may submit the grievance in writing to the IROA Secretary, who will arrange a hearing with the member as soon as is reasonably practical.

The IROA Executive Committee may appoint one or more members of the Executive Committee to form a committee to deal with the grievance.

The member must provide any details and evidence or witnesses supporting the grievance.

The grievance will be fully investigated and considered. All involved parties should attend a physical meeting if reasonably possible. If not, then a hearing will be held by way of e-mail or telephone.

A decision will be made and given to the member in writing within 21 days or otherwise as soon as is reasonably practicable. The written notification will remind the member of the right to appeal. This decision will be held on file.

Appeals Procedure

A member has the right to appeal against a grievance decision resulting from the procedures set out above.

If the member chooses to appeal, the member must apply in writing. The member must state the basis for the appeal and provide details for any incorrect or misapplied facts in the original decision, and send or deliver the appeal to the IROA President. Any appeal must be received within 21 days of receipt of the original written decision.

There may be an appeal hearing and if this is the case all involved parties should attend a physical meeting if reasonably possible. If not, the hearing will be held by e-mail or telephone. As in the previous procedures there is the right to be accompanied or assisted and the hearing may be postponed for up to 7 days to facilitate these arrangements.

The appeal hearing will be conducted within a reasonable period following an appeal being lodged.

The outcome will either be:

- To reject the appeal and confirm the original decision.
- To uphold the appeal and implement a different decision.

The result of the appeal will be confirmed in writing within 14 days of the hearing

The decision at the appeal stage is final.