Terms of Reference: Complaints and Disciplinary Panel

Bureau of Fitness Standards · bureauoffitness.org

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Owner	Governing Board
Review	Every 3 years, or sooner if requirements change

> Issued by BFS management as an interim edition. It will be reviewed and ratified by the Governing Board at its first meeting after the committees are constituted.

1. Purpose

The Complaints and Disciplinary Panel investigates complaints about certified persons, approved providers and BFS itself, and decides on sanctions under the Disciplinary and Sanctions Procedure.

2. Functions

1. Assess and investigate complaints, or appoint an investigator.
2. Give the person complained about a fair chance to respond.
3. Decide on outcomes and sanctions: no further action, advice, warning, conditions, suspension or withdrawal.
4. Refer matters to the police or other authorities when the law requires it.

3. Composition

5 seats. Members are appointed by the Governing Board after an open call for nominations, for their expertise and the interest they represent, not as delegates of any organisation. No single stakeholder category may hold a majority.

Stakeholder category	Seats	Condition	Status
Chair	1	—	**Open, nominations invited**
Fitness professionals	2	—	**Open, nominations invited**
Clinician	1	—	**Open, nominations invited**
Public or consumer member	1	—	**Open, nominations invited**

4. Quorum

Three members for each case, including at least one public or consumer member.

5. Term of office

Three years, renewable once. Members may resign by written notice and may be removed by the Governing Board for failure to declare a conflict, breach of confidentiality, or repeated non-attendance.

6. Meetings

Convened for each case. Meetings may be held online. Minutes record attendance, declarations of interest, decisions and reasons.

7. Conflicts of interest

- Every member signs the BFS Conflict of Interest declaration on appointment and renews it every year, and declares any new interest as soon as it arises.
- At the start of every meeting the chair asks for declarations on each agenda item; declarations are minuted.
- A member with an interest in an item leaves the discussion and the decision on that item. The chair decides on borderline cases; if the chair is conflicted, the vice-chair decides.
- No member may take part in any decision about a person they have trained, taught, employed, coached, assessed for a training provider, or are related to, within the previous 2 years.
- Members do not receive any payment linked to the outcome of a decision. Any honorarium is fixed in advance and published in the annual impartiality report.
- Members sign the BFS Confidentiality undertaking. Papers about individual candidates, examination content and complaints are confidential and are returned or destroyed after use.

8. Decision making

By majority. Anyone named in, or linked to, the complaint takes no part.

9. Reporting

Reports anonymised outcomes to the Governing Board; suspensions and withdrawals are shown on the public register.

10. Review

These terms of reference are reviewed at least every 3 years by the Governing Board.