

NRPSI Annual Review Focus | Professional Standards



About the sections of the NRPSI Code of Conduct breached

“As the Chair of NRPSI disciplinary hearings, it is evident to me that it is poor communication between parties that leads to most complaints being made. No matter which section of the NRPSI Code of Professional Conduct is cited in a complaint, poor communication usually plays its part. Either principals fail to define the terms of engagement sufficiently, or Registrants don’t declare their previous involvement with a case or don’t cancel an assignment in good time. Open, honest and timely communication in contrast is rarely a reason for complaint and ensures that Registrants can fulfil their role to the highest professional level. And the majority do just this, with the total number of complaints received in the last three years remaining low.”

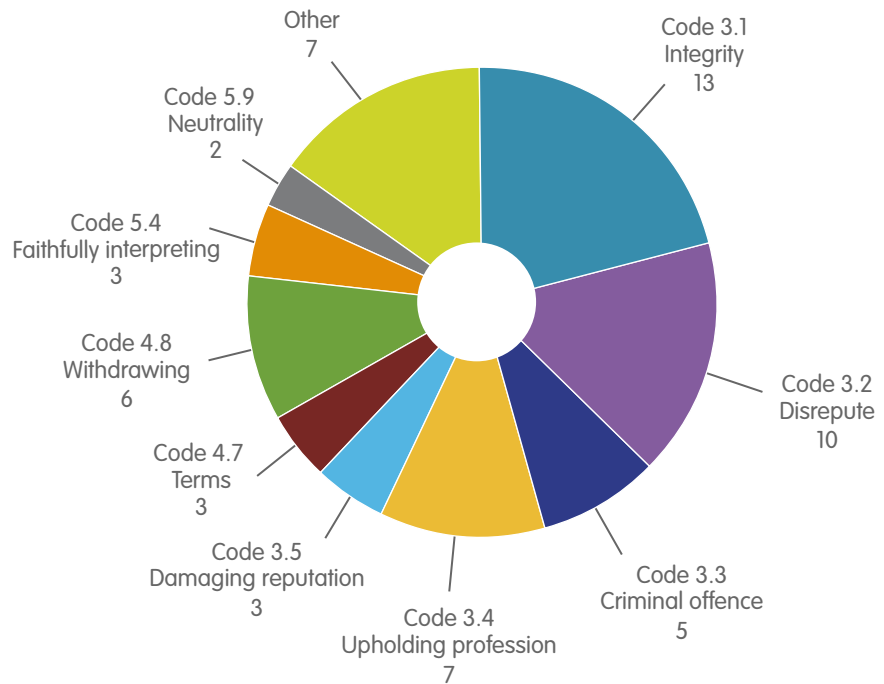
The latest Annual Review highlights the sections of the NRPSI Code of Conduct breached between 2012 and 2014. This graphic shows which sections of the NRPSI Code of Conduct were breached where there was a finding against a Registrant. More than one section might be breached in a particular complaint.

NRPSI Deputy Chair Stephen Thacker, a lay member who chairs disciplinary proceedings for NRPSI and a number of Chartered Institutes, provides his views on interpreting professional standards...



Poor communication between parties leads to most complaints

Total number of complaints, 2012-2014



NRPSI Complaints (post 01April11) database (72)

Find out more about professional standards on pages 20-24 of the Annual Review:
<http://www.nrpsi.org.uk/downloads/AnnualReview2014.pdf>