



The Association of Professional Landscapers

APL MEMBER DISCIPLINARY PROCEDURE

The procedure for handling instances where a member fails to comply with the requirements of The Association of Professional Landscapers (APL) membership is as follows:

- **Failure to comply with an annual inspection:**

Where a member fails the annual inspection, the member is given 4 weeks to submit the required evidence or complete the appropriate changes to their working practices or process.

Should the member not provide sufficient evidence or alterations within that period, a report will be submitted to the APL Disciplinary Panel. In some instances, a second site visit may be required for which the member will be charged (£150 + VAT). If the member does not agree to this or fails to pass this re-inspection, the file will be passed to the APL Disciplinary Panel for a final decision on whether their membership should be suspended or terminated.

- **Complaints Procedure:**

1. When a member fails to follow after the timings contained in the “APL Complaints Resolution Process”, or fully engage with the process or their client, the case will be passed immediately to the APL Disciplinary Panel, who will decide on the member’s membership status.
2. When a member fails to follow recommendations provided by TrustMark ADR service, their membership of the APL will be reviewed by the APL Disciplinary Panel, who will decide on the member’s membership status.
3. If the APL Complaints Panel considers a member’s conduct not to be befitting of an APL member, the matter will be passed to the APL Disciplinary Panel to decide on the member’s membership status. If a member receives more than 1 complaint over a 12 month period, the matter will be passed to the APL Disciplinary Panel to decide on the member’s membership status.

- **APL Disciplinary Panel:**

The Disciplinary Panel is made up of

APL Chairman
APL Vice Chairman
APL Secretary

- **Method:**

The Panel members will receive any relevant files from the APL office and will be asked for an opinion in writing within 14 days. If the panel agrees, the appropriate action/sanctions will be carried out, otherwise a conference call will be arranged, or in the last resort, a meeting will be held at the HTA offices in Chilton.



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- **Sanctions open to the APL Disciplinary Panel:**

There are three sanctions available to the APL Panel. Any one of these may be appropriate in the first instance, depending on the severity of the matter in hand. In some cases, it may be a three-step procedure to expulsion.

1. Written warning:

Explaining that the member's wrongdoing has been recorded on its membership records by the Panel and will remain there for twelve months. It will be explained that if any further matter is referred to the APL Panel within this time, further action will be taken, which could include suspension or expulsion.

2. Suspension of membership: (Period advised by the APL Disciplinary Panel)

A letter will be sent to the member, detailing the services which the member will no longer be entitled to use and will instruct him/her to cease using the APL and TrustMark logos. The member will be removed from the APL website and TrustMark listings. The member will be entitled and invited to reapply for APL membership following the stated suspension period.

3. Expulsion from APL:

A letter will be sent to the member detailing the services which the member is no longer entitled to use and will instruct him/her to cease using the APL and Trustmark logos. The member will be removed from the APL website and TrustMark listings. The member will be entitled to reapply for APL membership after two years.