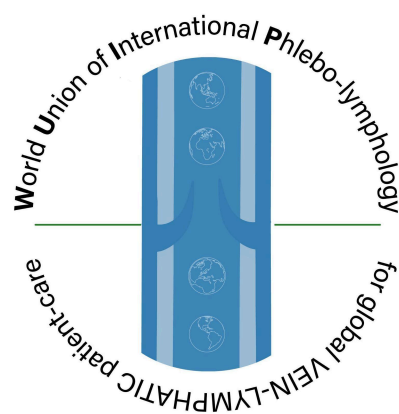
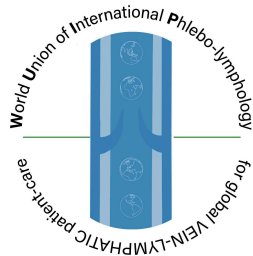


PROCEDURE MANUAL

2025





About This Manual

The Procedure Manual of the World Union of International Phlebology (WUIP) supplants and extends the regulations formerly included in the WUIP Constitutional attachments, *Appendix* and *Internal Regulations*. These procedures are developed to fulfill the WUIP aims and objectives as mandated by the WUIP Constitution and the WUIP Policy Manual. The procedures entailed are revised, updated or annulled by the Executive Committee from time to time. Interpretation and implementation of the procedures entailed are at the discretion of the WUIP Executive Committee.

Important Note:

The organisation formerly known as the International Union of Phlebology Limited (UIP) changed its name to World Union of International Phlebology Limited (WUIP) by Special Resolution of the General Council on 10 October 2025.

All references in this Procedure Manual have been updated to reflect the new name and acronym. The approval dates shown for each policy remain the original dates on which the policies were approved by the General Council under the former name. No changes have been made to the procedures as a result of this name change

World Union of International Phlebology Limited (WUIP)

Company Number: ACN 655 067 235

Registered Address:

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Chatswood NSW 2067 Australia

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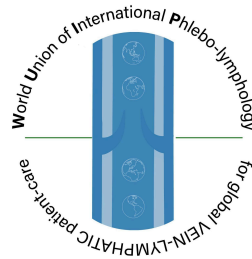
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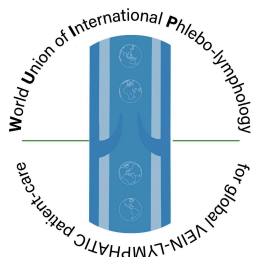
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WUIP PROCEDURES

Procedure 1

Concerns, Complaints and Dispute Management





Procedure No.	Version	Superseded Procedures	Approved by	Approval Date	Effective Date	Date of Next Review
WUIPR-2201	1.0	None	WUIP Executive	22/08/2022	22/08/2022	22/08/2025
Procedure Statement						
Purpose To outline an effective framework for the timely and objective resolution of concerns, complaints and disputes ('CCD') submitted from WUIP members, stakeholders or external parties to the WUIP about other member conduct, organisational activities, decisions, processes and actions.						
Scope This procedure applies to complaints received from: • WUIP members and stakeholders; • External parties; This policy does not apply to employees of the WUIP where applicable employment laws determine the course of action.						

PROCEDURE: CONCERNS, COMPLAINTS AND DISPUTE MANAGEMENT PROCEDURE
PROCEDURE MANUAL | World Union of International Phlebolymphology (WUIP)

Release Date: October 2025

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1. Application of this Procedure

This procedure applies to CCDs received from members and stakeholders of the WUIP ('Organisation') or external parties concerning:

- Actions, inactions, decisions, processes and activities of the WUIP;
- Conduct and/or misconduct of a WUIP EC member, WUIP staff members, member society or any other WUIP stakeholder;
- Administrative issues, processes and/or decisions;
- Inconsistent or unfair application of WUIP policies and procedures;
- Non-compliance with WUIP policies and procedures; and/or
- Areas where current WUIP policies and procedures are lacking.

2. How are complaints handled?

The WUIP follows a five-stage CCD Management Process which encourages the efficient and timely resolution of issues at an informal level before a formal complaint is lodged. Please see Figure 1.



Figure 1. WUIP CCD Management Pathway. NOTE: A complainant may withdraw their complaint at any time, and may refer their complaint to an external organisation at any time. P, person responsible; A, action; d, calendar days; R, record-keeping.

2.1. Informal Complaints

Informal complaints must be submitted in writing directly to the WUIP Complaints Officer within 90 days of the event or incident occurring.

2.1.1. Raising the Complaint

Complainants must raise all concerns or complaints directly with the WUIP Complaints Officer. The complaint must be made in writing both for recordkeeping purposes and to enable the Complaints Officer and respondent, upon request, to understand all aspects of the matter at hand.

NOTE:

Complaints will only be assessed and managed when submitted as an:

1. Informal complaint directly to the WUIP Complaints Officer; or
2. Formal complaint lodged on the WUIP CCD web-page portal.

Concerns, complaints or disputes raised with any other person/s, including members of the EC, will NOT be processed or managed unless submitted following the informal or formal pathways listed above.

2.1.2. CCD Management Process

The Complaints Officer, who receives and handles the complaint, will:

A. Notification

- a. Notify the WUIP President, Chair of CRC and relevant regional representatives of the receipt of the complaint;
- b. Notify the complainant of the receipt of the complaint;
- c. Notify the respondent that a complaint has been made (where applicable); and
- d. Notify any other third parties that the Complaints Officer will assume exclusive handling of the matter.

B. Documentation

- a. Record the complaint in the WUIP CCD database as an 'Informal Complaint'.

C. Assessment

- a. Categorise the complaint as *major* or *minor* (see definitions and sections 2.1.3-2.1.4);
- b. Consult with the President, the Chair of CRC, and relevant WUIP EC members, regional representatives or committee chairs during the investigation process;
- c. Assess for potential resolutions and attempt to resolve the complaint where possible.

D. Resolution (refer to Table 1 for definition)

- a. Discuss resolution options with the complainant;
- b. Offer the complainant the opportunity to withdraw the complaint
- c. Successful resolution: case closed
- d. Unresolved: urge complainant to submit Formal Complaint via the WUIP CCD we-page portal

E. Reporting

- a. Written record of the complaint and its outcome in the Quarterly EC meeting minutes; and
- b. Written record of the complaint and its outcome in the WUIP Annual report.

2.1.3. Categorisation of Informal Complaints

Generally, the WUIP Complaints Officer is responsible for categorising informal complaints received as either 'major' or 'minor' (see Table 1 for definitions). If the informal complaint is deemed 'minor', the Complaints Officer will have 7 days to perform the Action 1 and Record-Keeping 1 items provided in Figure 1 and the WUIP Policy Manual. However, if the informal complaint is deemed as 'major', the Complaints Officer will request that the complainant submit their complaint directly on the WUIP CCD web-page portal as a formal complaint. If the complainant is not willing to formally submit the complaint upon being categorised as 'major', the Organisation will not take further action.

2.1.4. Categorisation of Informal Complaints - Conflict of Interests

In circumstances where the informal complaint concerns the Complaints Officer, a conflict of interest arises. The complaint will automatically be escalated to the CRC for management as a formal complaint to ensure objectivity and transparency. This means that the informal complaint made will not be categorised as 'major' or 'minor' per usual practice.

2.2. Formal Complaints

2.2.1. Raising a Formal Complaint

Formal complaints must be submitted in writing on the WUIP CCD Web-Portal found on the WUIP website within 90 days of the event or incident occurring. Any complaints made outside this time frame will not be processed by the Organisation.

The complainant must attach sufficient information in their submission to enable the Organisation to investigate and respond to the complaint in a timely manner. As a guide, the complaint should clearly and succinctly articulate:

- What the complaint is about. Include all supporting documentation;
- The outcome sought;
- Contact details of the complainant; and
- Opinion or request for anonymity in their submission.

2.2.2. CCD Management Process

a) Complaint Management

Please refer to the WUIP CCD Policy and Figure 1 for a breakdown of the specific tasks to be completed at each escalation stage. However, upon receipt of the formal complaint, the WUIP Complaints Officer or relevant appointed person at each escalation stage will complete tasks such as:

A. Notification

- a. Notify the WUIP President, Chair of CRC of the receipt of the complaint;
- b. Notify the responsible person or committee of the next escalation stage of the receipt and management of the complaint;

- c. Notify the complainant of:
 - i. Receipt of the complaint; or
 - ii. An update regarding the status of the complaint.
- d. Notify the respondent:
 - i. A complaint has been made; or
 - ii. An update regarding the status of the complaint.
- e. Notify any other third parties of the exclusive handling of the complaint by the Complaints Officer.

B. Documentation

- a. Record as a 'formal complaint' in the WUIP CCD database.

C. Assessment

- a. Ensure submission is valid (e.g. submitted within 90 calendar days, evidentially substantiated);
- b. Categorise the complaint as either *Major* or *Minor*;
- c. Obtain further information;
- d. Commence investigation;
- e. Revise previously submitted reports and relevant correspondences and/or ODR outcomes;
- f. Seek legal advice or external independent expert opinion;
- g. Assess for resolution options.

D. Resolution

- a. Discuss resolution options with complainant;
- b. If unresolved:
 - i. Offer complainant to withdraw the complaint;
 - ii. Refer the complainant to ODR;
 - iii. Refer the complainant to external or law enforcement agencies;
 - iv. Escalate the complaint to the next escalation pathway
 - v. Offer the complainant the opportunity to request an internal review;

E. Reporting

The relevant appointed person at each escalation stage will be responsible for fulfilling the requisite documentation actions as provided in Figure 1. These may include providing a written report of the complaint to the WUIP President, relevant regional representatives and relevant committee chairs, recording the complaint as an agenda item for the next EC or GC meeting, and ensuring that a record of the processes undertaken in the management of the complaint are kept in the CCD repository.

2.2.3. Outcome and Notification

Upon the conclusion of the assessment, the Complaints Officer will notify the complainant (and respondent if applicable), of the outcome in writing with reason/s and substantiated justification for the decision including a compilation of all documentation and processes that were undertaken to reach the outcome. The complainant will also be given an opportunity to withdraw their CCD. Please see Section 4 for the provisions surrounding Complaint Withdrawal. To resolve formal complaints submitted to the WUIP, the Organisation implements the CCD management procedure outlined in this document and briefly below. Please refer to the definitions (Table 1) for the definition of 'resolution':

1. Assessed by the WUIP Complaints Officer

- Resolved: no further action taken. Complainant will be notified of the outcome.
- Unresolved: escalated to the CRC; or the complainant may wish to refer their matter to an external agency for resolution.
- Note: if the complainant wishes to seek an external review at this stage, Section 2.4 applies.

2. Managed by the CRC

- Resolved: no further action taken. Complainant will be notified of the outcome.
- Unresolved: escalated to the EC; or the complainant may wish to refer their matter to an external agency for resolution.
- Note: if the complainant wishes to seek an external review at this stage, Section 2.4 applies.

3. Managed by the EC

- Resolved: no further action taken. Complainant will be notified of the outcome.

- Unresolved: independent expert opinion or legal advice may be sought. ADR mechanisms may be recommended. Escalation to the GC. Or the complainant may wish to refer their matter to an external agency for resolution.

4. Managed by the GC

- Resolved: no further action taken. Complainant will be notified of the outcome.
- Unresolved: independent expert opinion or legal advice will be sought. ADR mechanisms will be recommended. The Organisation will offer the complainant the option of referring the matter for external review and resolution.

The outcome may be that the complaint:

- Has been upheld or partly upheld, with proposed actions and/or resolutions where appropriate; or
- Has not been upheld.

If the complainant is dissatisfied with the outcome, they may seek an internal review of the CCD management process, but cannot appeal the outcome. Please refer to Section 2.2.4 for information regarding the appeal mechanisms offered by the WUIP CCD. If the complainant does not wish to request an internal review, the Complaints Officer will encourage the complainant to refer the matter for resolution by an external or law enforcement agency.

2.2.4. Appeal

A complainant may request an internal review of the CCD management process through directly contacting the WUIP Complaints Officer. The request for review is only allowed once and must be lodged no later than 30 calendar days after the complainant is notified of the complaint outcome. The internal review will consider if the complaints management process has complied with:

- This procedure; and
- The principles of procedural fairness.

The following information should be sent with the request for internal review:

- Copy of the original complaint; and

- Any supporting information and documents including any communication between the complainant and the Organisation in relation to the complaint and the reason for requesting an internal review

Please note that the decision made in an internal review is final. There is no other appeal or review mechanism within the Organisation.

2.3. Conflict of Interest

Conflict of Interests is where the complaint is concerned about the person or body of persons responsible for assessing or managing the complaint. In these circumstances, the complaint will be escalated to the next escalation phase. Management of complaints involving a conflict of interests follows the same escalation process as matters of a vexatious nature outlined in Section 2.4.

2.4. Matters of a Vexatious Nature

Vexatious complaints are complaints made without merit, with an intention to cause inconvenience, harassment or expense to the Organisation.¹ Examples of vexatious complaints include but are not limited to:

- Fabricating a complaint
- Making petty complaints
- Seeking to re-agitate issues that have already been addressed, determined and/or resolved

Determination of whether a complaint is trivial or vexatious in nature (and management of matters involving a conflict of interest) follows the process below:

1. Assessed by the CRC
 - If the complaint is about a member of the CRC or the entire CRC body: the matter will be escalated to the EC.
2. Assessed by the EC
 - If the complaint is about a member of the EC: the respondent will be replaced for objective assessment purposes.

¹ *Complaints and Appeals Policy*, UNSW (at 2 October 2020) cl 4.
<<https://www.unswglobal.unsw.edu.au/content/dam/pdfs/unsw-global/complaints-appeals-policy.pdf>>.

- If the complaint is about the entire EC body: the matter will be referred to an independent external agency for determination.
 - Resolved: matter deemed vexatious. No further action taken.
 - Unresolved: escalated to the GC.
- 3. Assessed by the GC
 - If the complaint is about a member of the GC: the respondent will be omitted for objective assessment purposes.
 - If the complaint is about the entire GC body: the matter will be referred to an independent external agency for determination.
 - Resolved: matter deemed vexatious. No further action taken.
 - Unresolved: the complainant may wish to refer the matter to other external agencies for further assessment.
 - Please note that assessment by the GC is the final step in the WUIP CCDP. No further escalation will occur following the decision made by the GC.

2.5. External Review

If a complainant is dissatisfied with the complaint process, outcome or if the complaint remains unresolved, they may refer their complaint to one of the following external agencies:

- [Australian Securities and Investment Commission \(ASIC\)](#)
- [Anti-Discrimination Board of NSW](#)
- [Information and Privacy Commission \(IPC\)](#)
- [Australian Competition and Consumer Commission \(ACCC\)](#)

A complainant may direct their complaint to an external agency at any time. However, the WUIP suggests that the complainant follow the Organisation's CCD management processes before seeking an external review. Where a complainant refers a complaint to an external agency before the conclusion of the Organisation's CCD management process, the Organisation may elect to suspend or cease the management of the complaint altogether.

3. Indicative Timeframes

Complaints must be submitted within 30 days of the event giving rise to the complaint or within 30 calendar days of the complainant becoming aware of the event. The Organisation may consider accepting a complaint outside this timeframe in exceptional circumstances at its discretion.

The Organisation seeks to resolve all informal complaints within 7 calendar days and all formal complaints within the allocated time frames at each escalation stage. Time frames for each escalation stage for formal complaints include:

- Formal Complaints managed by the WUIP Complaints Officer: 7 days to complete all Action 2 and Documentation 2 items as provided in Figure 1.
- Formal Complaints assessed by the CRC: 30 days to complete all Action 3 and Documentation 3 items as provided in Figure 1.
- Formal Complaints assessed by the EC: 30 days to complete all Action 4 and Documentation 4 items as provided in Figure 1.
- Formal complaints assessed by the GC: 60 days to complete all Action 5 and Documentation 5 items as provided in Figure 1.

Complainants will receive an automated email acknowledgement of the receipt of their complaint immediately.

4. Withdrawing a Complaint

A complainant may withdraw their complaint at any time by notifying the Organisation in writing. In most instances, the Organisation will take no further action once a complainant has withdrawn their complaint.

However, in some circumstances, the Organisation may act on matters raised in or related to the complaint or refer the matter to an external agency where authorised or required to do so by law. In these situations, the Organisation may notify the complainant.

5. Anonymous Complaints and Confidentiality

Anonymous complaints will be managed according to the steps outlined in Figure 1 and this procedural document. Anonymity and confidentiality will be upheld as per the request of the complainant at all times. This means that access to and use of complaint information will be restricted to appointed CCD management persons at each stage of the escalation pathway who have direct involvement in the resolution process. The Organisation will not disclose to third parties the personal information of complainants collected during the CCD management process *except* in circumstances where the complainant has given their consent or the Organisation is required and/or authorised to do so by law. Examples of circumstances where the WUIP may use or disclose confidential information to third parties may include:

- When it is necessary to prevent or lessen a serious and imminent threat to life or health of an individual to whom the information relates;
- WUIP is required by law to produce records;
- WUIP is required by law to notify the NSW Police or other relevant government authority; and/or
- WUIP has a duty to disclose the information to a professional accreditation board.

6. Unreasonable Complainant Conduct

Where a complainant's conduct has or is likely to jeopardise the safety, health, organisational stability or financial/resource capacity, the WUIP President and WUIP Complaints Officer has the discretion to report this conduct to an external agency. Examples of unreasonable complainant conduct includes but are not limited to²:

a) *Unreasonable Persistence*

- An unwillingness or inability to accept reasonable and logical explanations including final decisions that have been comprehensively and objectively considered and dealt with
- Pursuing and exhausting all available review options when it is not warranted and refusing to accept that further action cannot and will not be taken on a complaint

² *Unreasonable Complainant Conduct Procedure*, UNSW (at 25 February 2021) cl 1.
<<https://www.unsw.edu.au/content/dam/pdfs/governance/policy/2022-01-policies/unreasonablecomplainantprocedure.pdf>>.

- Inundating the Organisation with phone calls, letters, emails (including cc'd correspondences) after receiving a reasonable and justified outcome that the complainant is unsatisfied with
- Contacting different WUIP members involved in the CCD management process to obtain a different outcome and/or response to their complaint

b) Unreasonable Demands

- Emotional manipulation with intent to invoke guilt, intimidate, harass, shame or portray themselves as victims when it is unreasonable or unjustifiable to do so
- Insisting on talking to senior WUIP members involved in the CCD management process when it is not appropriate or warranted to have their complaint be dealt with
- Insisting on outcomes that are not possible or are unreasonable in the circumstances, such as demanding someone be sacked or prosecuted and demanding compensation when there is no reasonable basis

c) Unreasonable Lack of Cooperation

- Sending a constant stream of irrelevant or disorganised information without clearly defining any issues of complaint or explaining how they relate to the core issues being complained about
- Providing little to no detail when lodging a complaint and/or presented information sporadically
- Refusing to follow or accept WUIP instructions, suggestions and/or advice without a clear or justifiable reason for doing so
- Displaying unhelpful behaviour such as withholding information, acting dishonestly and misquoting others

d) Unreasonable Arguments

- Failure to follow a logical sequence
- Not substantiated by evidence and/or are based upon unsubstantiated anecdotal suggestions
- Are not of a reasonable magnitude compared to the amount of time, resources and attention that the complainant demands

- Are false or defamatory
- Reject all other valid and reasonable contrary arguments

e) Unreasonable Behaviour

- Acts of aggression, verbal abuse, derogatory, discriminatory, grossly defamatory remarks
- Harassment, intimidation or physical violence
- Rude, confronting and threatening communications
- Threats of harm to self or third parties, threats with a weapon or threats to damage property
- Emotional manipulation
- Stalking (in person and online)

7. Documentation and Record-Keeping

All informal and formal concerns, complaints and disputes will be recorded in the WUIP CCD Database. All formal complaints lodged will be more strictly recorded including correspondence/s with the complainant, submission of evidence, notes of investigation, correspondences with external expert bodies, the outcome and reason/s for the decision made. Please refer to Figure 1 for a detailed breakdown of the documentation and record-keeping requirements at each escalation stage.

Table 1. Key Accountabilities, Supporting Information, Glossary.

Accountabilities	
Responsible Officer	WUIP President and WUIP Complaints Officer
Contact Officer	WUIP Complaints Officer
Supporting Information	
Legislative Compliance	Nil
Parent Document (Policy)	WUIP Dispute Management Policy

Supporting Documents	WUIP Dispute Management Policy
Superseded Documents	Nil
Glossary	
CCD	Concerns, complaints and disputes
Complainant	The person or member society lodging a complaint.
Complaint Officer	The nominated person of the WUIP to assess, review, investigate, coordinate an investigation and determine the outcome of a complaint under this procedure.
Complaints - formal	<i>Formal Complaints</i> are any complaints submitted to the WUIP via the formal web-page complaints database portal.
Complaints - informal	Any concerns, grievances or matters communicated to any WUIP staff and EC members verbally, via email or other communication platforms.
Complaints - major	Matters arising from conflicts between member societies, financial disputes, misconduct as relevant to the Executive Committee members, WUIP staff or other WUIP participants, matters relating to geopolitics, WUIP strategy and matters with potential for detriment of the Organisation.
Complaints - minor	<i>Minor Complaints</i> are those of an operational or communication nature related to the day to day running of the Organisation and may relate to matters arising from WUIP transactions such as management of membership fees, website-related matters, and the use of communication platforms.
Conciliation	A form of alternative dispute resolution that involves a dispute resolution practitioner (the conciliator) convening a meeting between the two conflicting parties. The conciliator's core role is to

	advise and/or determine a mutually beneficial outcome for both parties.
Confidentiality	Confidentiality retains its ordinary definition of confidential where personal or identification information provided to the WUIP will not be disclosed to any third parties or WUIP members with the exception of the WUIP President, Complaints officer, Chair of CRC and any other necessary executive members to assist in the determination of an outcome.
CRC	Conflict Resolution Committee. The CRC is a committee of an ad hoc nature that is primarily responsible for processing, assessing and managing complaints lodged through the WUIP Formal Complaints Web-Page Database. Members in the CRC include the WUIP President, the Chair of CRC and at least one member from the Executive Committee (EC), and/or a lawyer as required from time to time.
Days	All days referred to in this procedure are calendar days.
EC	Executive Committee, Board of Directors of the WUIP
GC	General Council, Council of member societies of the WUIP
Mediation	A form of alternative dispute resolution that involves an impartial third party (the mediator) presiding over a meeting between the two conflicting parties. The mediator facilitates communication, understanding and assists both parties in reaching a mutually beneficial agreement. As against conciliation, a mediator does not advise or determine a potential resolution to the conflict but guides the parties to reach a mutually acceptable outcome. The agreement reached in mediation is not legally-binding. This means that either party is entitled to withdraw at any point, and the outcome cannot be forced upon either party.

Member Society	A phlebology or vascular society that has met all membership criteria of the WUIP and has been accepted into membership of the Organisation.
Negotiation	A form of legal dispute resolution where the conflicting parties or their legal representatives engage in a discussion with the objective of coming to a mutually beneficial agreement for both parties. The legal representatives are given full authority to negotiate on behalf of their client and propose solutions in their client's best interests. The agreement reached is legally binding.
ODR	Online Dispute Resolution- a form of legal dispute resolution that is facilitated by technology and various online mechanisms. Examples of ODR include online court trials, online mediations and online arbitrations.
Person	A human being and/or legal entity including corporations treated as having the same rights and obligations of a person.
Procedural Fairness	Administrative decision-making principles, also referred to as 'natural justice' or 'due process'. The respondent is informed of the allegations made against them and will be given the opportunity to be heard. The Organisation will ensure that the person handling the complaint is impartial.
Resolved Complaint	<i>Resolved Complaints</i> means any complaint that has received an implementable and reasonable solution that settles the matter; or any complaint that has received a solution that is satisfactory to the complainant's standard or desired outcome. The outcome and decision will be recorded in the WUIP CCD Database.
Respondent	The person or member society that is the subject of a complaint.
WUIP Stakeholder	Any person dealing with the Organisation in any capacity whether

	in regards to membership, administration, a member of the GC or EC, past WUIP Presidents, past EC members and/or anyone that has served the Organisation during their career or has an interest in the action, processes and decisions of the WUIP.
Unreasonable Arguments	Arguments that are not substantiated by reason or logic, that are incomprehensible, false, inflammatory, trivial or vexatious in nature and that disproportionately and unreasonable impacts WUIP members, stakeholders, affiliates, reputation and/or resources.
Unreasonable Behaviour	Conduct that is unreasonable in all circumstances because it unreasonably compromises the health, safety and security of WUIP members, stakeholders, affiliates and/or other external agencies involved in the CCDP.
Unreasonable Conduct	Any behaviour which, because of its nature or frequency, raises substantial health, safety, resource or equity issues for the Organisation, stakeholders and members of the Organisation or any affiliates.
Unreasonable Demands	Any express or implied demands that are made by a complainant that brings a disproportionate and unreasonable impact upon WUIP members, stakeholders, reputation, resources and/or WUIP affiliates.
Unreasonable Lack of Cooperation	Unwillingness and/or inability by a complainant to cooperate with the CCDP and WUIP members involved in administering the CCDP that results in a disproportionate and unreasonable use of WUIP services, time and/or resources.
Unreasonable Persistence	Continued, incessant and unrelenting conduct by a complainant that has a disproportionate and unreasonable impact on WUIP members, stakeholders, reputation, resources and/or WUIP

	affiliates.
Vexatious Complaints	Vexatious complaints are complaints made without merit, with an intention to cause inconvenience, harassment or expense to the Organisation.

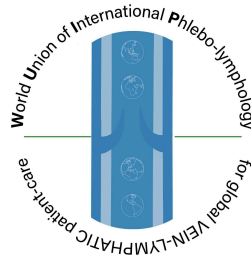
Table 2. Key Summary

SUMMARY	
<i>Informal Complaints</i>	<i>Formal Complaints</i>
1. Written submission directly to the WUIP Complaints Officer 2. Categorised as 'major' or 'minor' a. Minor: will attempt to resolve. b. Major: must be submitted as Formal Complaint. If not, no further action will be taken. 3. Unresolved: complainant asked to lodge as a formal complaint. If not, no further action will be taken.	1. Submit on WUIP CCD web-based portal 2. Formal Complaints assessed by the Complaints Officer 3. Formal Complaints escalated to the CRC 4. Formal Complaints escalated to the EC a. May seek legal advice or independent expert opinion b. Unresolved: may refer for negotiation or ODR, offer the complainant a request for an internal review 5. Formal Complaints escalated to the GC a. May seek legal advice or independent expert opinion b. Unresolved: refer for negotiation, ODR, to an external agency

WUIP PROCEDURES

Procedure 2

Auspices

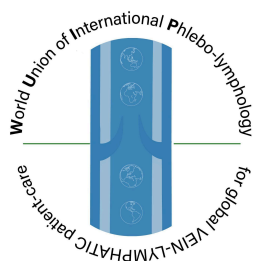


PROCEDURE: AUSPICES

PROCEDURE MANUAL | World Union of International Phlebology (WUIP)

Release Date: October 2025

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Procedure No.	Version	Superseded Procedures	Approved by	Approval Date	Effective Date	Date of Next Review
WUIPR-2202	2.0	None	WUIP Executive	27/08/2023	27/08/2022	27/08/2028
Procedure Statement						
Purpose To outline the procedure required for granting the protected title “Under the auspices of the WUIP” to events held by third parties.						
Scope This procedure applies to all events held by member societies and other organisations requesting the auspices of the WUIP.						

PROCEDURE: AUSPICES

PROCEDURE MANUAL | World Union of International Phlebology (WUIP)

Release Date: October 2025

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WUIP Auspices

The WUIP will give permission to use the official logo for courses, symposia or meetings that receive the auspices of the WUIP. Meeting organisers may request recognition from and granting of auspices by the WUIP under the following conditions:

- The meeting is organised or endorsed by one of the following;
 - WUIP-affiliated societies in Tier 2/3 countries
 - WUIP-affiliated societies in Tier 1 countries
 - Non-WUIP-affiliated, not-for-profit societies / organisations
 - For-profit, societies / organisations
- The program is judged to have sufficient educational or scientific merit on veins and/or lymphatics to warrant the granting of WUIP auspices.
- The required fees are paid per the table below.

1.1. Application

The organisers of events will be required to send the request for auspices to the Executive Director of the WUIP (execdirector@uipmail.org). The application must be in writing (in English) and must be accompanied by an English translation of the Scientific Program. The Executive Director will forward the application to the General Secretary, the Chair of the Science Committee, the Chair of the Education Committee, the Chair of Congresses and Events Committee and the Vice-President(s) for the region for review and approval.

1.2. Fees

Type of Society / Organisation	Fee
WUIP-affiliated societies	€0 (no fee)
Non-WUIP-affiliated, not-for-profit societies / organisations	€1,000
For-profit, societies / organisations	€1,500

There is no charge for the Auspices of the WUIP for events conducted by its member societies. However, events conducted by member societies with the aim specifically promoting for-profit or non-WUIP affiliated societies or companies will attract a fee. Once approved, the Treasurer will

PROCEDURE: AUSPICES

invoice the organiser for any required fees. Auspices will not be granted until fees are paid in full.

1.3. Granting of Auspices

Once approved, the meeting organisers will be sent a letter granting the Auspices and outlining the relative conditions for the Auspices.

Congress organisers will be permitted to:

- Display the WUIP logo on their congress website, electronic communications and in congress printed material along with the term “Under the Auspices of the WUIP”, or equivalent translation. The logo must be displayed in accordance with WUIP policies and procedures.

The WUIP will:

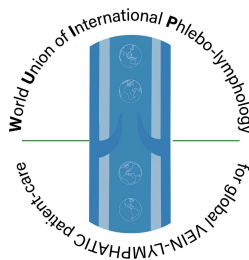
- Display information on the meeting in the Events Calendar of the WUIP website
- Publish a one page advertisement in the WUIP Newsletter in the lead up to the event, provided the advertisement is provided in sufficient quality to allow its publication and is provided in a timely manner to match the publication schedule of the newsletter
- retweet, share or promote posts from the event organisers’ social media posts.

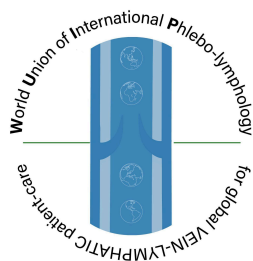
PROCEDURE: AUSPICES

WUIP PROCEDURES

Procedure 3

General Meetings Protocols





Procedure No.	Version	Superseded Procedures	Approved by	Approval Date	Effective Date	Date of Next Review
WUIPR-2203	1.0	None	WUIP Executive	27/08/2023	27/08/2023	27/08/2023
Procedure Statement						
Purpose To outline the proceeding in the lead up to, and during Meetings of Member Societies of the WUIP.						
Scope This procedure applies to all General Meetings of the Member societies of the WUIP						

General Meetings

The WUIP may hold three types of General Meetings:

1. Annual General Meeting (AGM)
2. Extraordinary General Meeting (EGM)
3. General Council Meeting (GC)

A general meeting of a Company Limited by Guarantee means a meeting of the members called and held in accordance with the Corporations Act and the Company's Constitution.

General meetings may be annual general meetings (hereinafter referred to as 'AGM') or extraordinary general meetings (hereinafter referred to as 'EGM'). The WUIP shall also have general council meetings (hereinafter referred to as 'GC').

1.1. Background

1.1.1. Annual General Meetings (AGM)

The *Corporations Act 2001* (Cth) (hereinafter referred to as the 'Act') requires companies to hold an AGM every year. The AGM must be held within six months of the end of the financial year, that is, within six months of 30 June each year. The AGM is an important meeting, because all members are invited to attend, and certain topics of business need to be addressed, including:

- Considering the annual financial reports, and
- Considering the Board's report on activities since the last Annual General Meeting;

The ordinary business of an Annual General Meeting may also include:

- Considering any Auditor's report;
- Appointing the Auditors and fixing the Auditor's remuneration (if the WUIP is required to have an auditor); and
- Electing and appointing Directors in the event of a vacancy.

1.1.2. Extraordinary General Meetings (EGM)

An EGM is a meeting of the members that is not an AGM or GC. Typically, a special general meeting will be held to address specific business that has arisen, and which should not wait until the next AGM. It is important that meetings are called and held in accordance with the Act and the Company Constitution, or the resolutions made in the meeting may not be valid.

The rules and procedures for calling and holding meetings are set out in the Act and the Company Constitution. Members of the Company are entitled to request a copy of the Company Constitution.

1.1.3. General Council Meetings (GC)

The WUIP shall hold General Council Meetings at least every two years or at the WUIP World Congresses, whichever occurs earlier, to discuss general matters of the WUIP.

All members are invited to attend, and certain topics of business need to be addressed, including:

- General Business;
- Consideration of Executive Committee Reports;
- Consideration of any changes to the WUIP constitution;
- Electing and appointing Directors and the office bearers of the Board of Directors, every 4 years as required by the Constitution;
- Deciding the location and dates of the WUIP World Congresses every 2 years as required by the Constitution.
- Deciding the admission of new Members and removal of members from the Membership Roll;
- Other Business.

1.2. Notice of General Meetings

1.2.1. Notice

The Board (Executive Committee, EC) must give at least 21 calendar days' written notice of General Meetings (AGM, EGM and GCM) to the Members, Directors (Executive Committee) and the Auditor.

The Notice must specify:

1. The time, date and place of the general meeting;
2. The technology that will be used to facilitate the meeting (if applicable);
3. The general nature of the meeting's business;
4. State in full the proposed resolutions;
5. State if any resolutions are intended to be special resolutions, and
6. Any other person/s invited to the meeting.

The Notice must have annexed:

1. The Agenda and any proposed Motions for the meeting;
2. Minutes of any previous meetings;
3. A copy of relevant WUIP Procedures including this procedure;
4. The WUIP Annual Report for each AGM;
5. Any other documentation referred to in the Agenda and Motions or any other relevant documents;
6. Information on any external provider (technology provider, voting system provider) that may be present or may participate in the organisation of the meeting.
7. Declaration of any guests invited to attend or address the meeting.

1.2.2. Placement of Notice of Meetings

Notices of meetings shall be issued by the following means:

1. WUIP Members Dashboard - Notice of the meeting shall be posted on the Members Dashboard.
2. Member Society Nominated Emails - Notice of Meetings will be sent to the email addresses provided by the member society on the WUIP's dedicated Member Society portal. These include:
 - President/Executive email

- Authorise Administrative email.
- 3. Registered Mail - in the event that the email blast bounces back and there is no nominated secondary email, the Notice will be sent to the recipient via registered mail to the registered address of the Member Society.

NOTE:

Member societies must regularly update their details including the nominated email accounts and registered address. In addition, member societies bear the onus of responsibility to ensure that they regularly check the WUIP Members Dashboard for announcements and Notice of Meetings. Should members not receive the Notice of meetings within the usual timeframe of the release of Notices, it is the member's responsibility to notify the appropriate WUIP officer that a Notice has not been received.

1.2.3. Meeting Pre-Registration

All attendees at WUIP General Meetings are required to pre-register for the meeting on the WUIP website. Societies will be required to provide/declare or confirm the following:

- Society name
- Voting allocations
- Membership status
- Status of membership fees (noting that a registration cannot be completed until the society is up to date with membership fees.
- Details of the Authorised Representative making these declarations
 - Full name and title;
 - Email address;
 - Mobile/cell phone number;
 - Address
- The details of representatives (up to 2) attending the meeting
 - Full name and title;
 - Email address;
 - Mobile/cell phone number;
 - Identification photograph
 - The society will be required to identify whether the representatives are assigned as a proxy.

- The society will need to make the following declarations:
 - Receipt of Notice of Meeting (Motions, Agenda and Annexed items)
 - Receipt of this procedure- WUIP General Meetings Protocols
 - Adherence to the WUIP Code of Conduct- Conduct in Meetings
 - Restriction on the extent of participation by the member society
 - Relevant Conflicts of Interest

1.2.4. Check-In Process

The Meeting Check-In will open one hour prior to each General Meeting. The administration staff will identify the participants and issue them with electronic KeyPads. Photographic ID (for example, passport or driver's license) will be required to identify meeting attendees.

1.3. Members Participation: Prerequisites and Obligations

In order to participate in the WUIP General Meetings, member societies must adhere to the following requirements.

1.3.1. Notification of up-to date and accurate address details of Society Members

The WUIP holds a register of its members at its registered office and electronic records. It is incumbent upon members (including Society Members) to notify the WUIP of any changes to the details of the member including change of address, so that the company can update its register.

Accordingly, members must ensure that they notify the WUIP as soon as practicable of any changes to its details. The member shall notify the WUIP of any change in address by logging into the [members portal](#) on the WUIP website and updating their details. Notification by any other means shall not be accepted.

1.3.2. Notification of the Selected Representative

Society Members must notify the WUIP of its nominated Representative in accordance with the Constitution and the WUIP Policy Manual.

On the occasion that a society nominates a representative to the meeting that is not the president of the society, the society will be required to identify the representative that is assigned as their proxy for the meeting. Societies may also state whether their second representative can act as their proxy, in the event the primary representative is unable to attend.

In order to represent the Society Member at a general meeting, the following prerequisites must be met:

1. Completion of the pre-registration form which is available on the [member's portal](#).
2. Society Members must complete the pre-registration form no later than 7 days prior to the general meeting, shorter notice may be provided in extraordinary circumstances at the discretion of the Chairperson in accordance with the WUIP Policy Manual.
3. Production of photographic ID (for example, passport or driver's licence) on request to confirm identity to the relevant WUIP office bearer at the general meeting.

If these prerequisites are not met by the Society Member and / or its nominated representative, the representative may not be able to participate in the meeting. This may include voting on motions considered during the meeting.

1.4. Meeting Proceedings

1.4.1. Language of the Meeting

Language of the WUIP meetings will be English with simultaneous Spanish translation.

1.4.2. Quorum

The 'quorum' of the meeting is the minimum number of members eligible to vote that need to be present at the start of a meeting for that meeting to proceed. The WUIP Constitution in use provides that a quorum for a General Meeting is 50% of the Membership entitled to vote, present in person or by Representative, proxy or attorney (whether in person or online).

For example, the WUIP in August 2022 has 74 member societies with voting rights. This means you require 37 member societies present for the meeting to proceed.

If a decision is made at a meeting where there is no quorum, it will have no effect.

If there is no quorum at a general meeting within half an hour after the time set for the start of the meeting, then the meeting will be adjourned to the same day in the next week at the same time and place (or such other place as the Chair decides). At the subsequent meeting, if a quorum is not present within 15 minutes after the time appointed for holding the meeting, then the Members present are a valid quorum.

1.4.3. Chairperson

The Chair (President), or in the Chair's absence the General Secretary is to chair every General Meeting. If at any General Meeting neither the Chair nor the General Secretary is present within fifteen minutes after the time appointed for holding the meeting (or if neither is willing to preside), then the Members present are to choose an Executive Committee Member to preside. If no EC member is present (or if all EC member's present decline to preside), then those persons present will choose a Member who is present to preside as Chair.

1.4.4. Motions and Resolutions

Motions and resolutions are related but have different meanings.

Motions

A motion is a proposal put forward at a meeting seeking that a decision be made or some action done. The procedure for putting forward a motion will require:

- Notice of the motion
- A member moving the motion at the meeting
- Another member seconding the motion at the meeting, and
- The members at the meeting who are entitled to vote on the motion voting *for* or *against* the motion.

If a motion is approved or passed in the vote, it becomes a resolution of the Company. A resolution is binding on the Company.

Resolutions

Depending on whether a motion is put forward to be an ordinary or a special resolution, the rules for voting on and passing the resolution will differ. Certain types of important issues must be put to members as special resolutions to pass. These include:

- Amalgamation with another Company
- Changes to the Company name, and
- Changes to the Company's Constitution

Special Resolution

For a special resolution to pass, at least 75% of votes cast at the meeting (whether in person or online) must vote in favour of the resolution.

Ordinary Resolution

For an ordinary resolution to pass, at least 50% of votes must vote in favour of the resolution. General business matters may also be passed as ordinary resolutions.

Definition of Votes Cast

Votes cast is the total number of votes submitted for each resolution.

1.4.5. Proxy Voting

The current WUIP constitution allows voting by proxy. Proxy voting should only be used when there are no representatives from a Member Society available to attend.

Who can Hold a Proxy?

Any Member may appoint one single natural person who is a Member, or a Representative, as a proxy to vote on the Member's behalf and may direct the proxy to vote either *for* or *against* each or any resolution. Currently, representatives of all member societies can hold a proxy for General Meetings.

Can Executive Committee (EC) members Hold a Proxy?

This is not a practice that we endorse however, under the current constitution, the EC members (provided they are individual members of the WUIP or a Representative of a Members Society) can hold a proxy for General Meetings.

The WUIP Presidents in the past have held proxy votes for member societies but this is not a practice endorsed by the current President.

Holding More than One Proxy

Currently, the existing Constitution of the WUIP does not impose any limits on the number of proxies one person can hold.

Validity of a Proxy

For an appointment of a proxy to be valid, the Company must receive the document appointing the proxy (and an original, or certified copy, of the power of attorney, if any, under which it is signed) **at least 48 hours** before the time for holding the relevant meeting or adjourned meeting or poll and at one of:

- the Registered Office of the WUIP; but preferably
- a place, or electronic address specified for such purpose in the notice of meeting.

An instrument appointing a proxy is valid for any adjournment of the meeting to which it relates unless it states something to the contrary.

Proxy Form

The [form instrument](#) appointing a proxy must be signed by the appointor, or his or her attorney, and must contain the following information:

- the Company name;
- the Member's name and address;
- the Member's type of Membership;
- the proxy's name or the name of the office held by the proxy; and
- the meetings at which the appointment may be used.

Proxy's voting instructions

A document appointing a proxy may specify the way in which the proxy is to vote for a particular resolution. If it does so, then the proxy must vote on the resolution as specified.

Proxy's authority

A document appointing a proxy will be treated as giving the proxy:

- authority to demand, or join in demanding, a poll; and
- the power to act generally at the meeting for the person giving the proxy (except to
- the extent to which the proxy is specifically directed to vote for or against any proposal).

Proxy Voting at WUIP General Meeting

1. Appointment of a Proxy must be received the latest 48 hours before the meeting. No appointments will be accepted after this time.
2. No proxy appointments will be accepted unless the proxy form is completed in full.
3. All completed proxy forms for Proxy must be sent to:
 - WUIP Executive Director, David Connor on execdirector@uipmail.org

- Copy to WUIP president, president@uipmail.org
- Copy to WUIP General Secretary, generalsecretary@uipmail.org

1.4.6. Voting

General Items

General items of business in General Meetings are to be decided in the first instance by a show of hands of the Members, or their Representatives, who are present and entitled to vote. General items include reports received from the Board of Directors, administration reports and treasurers financial reports. The Chair or any Member present (personally or by Representative, proxy or attorney) may demand a poll before, or on the declaration of the result of, a show of hands. A poll is a count of the votes for and against the resolution.

Other Items

Other items on the agenda including motions for Special or Ordinary resolutions will be decided by the adopted electronic systems. A poll will be conducted on all resolutions and the results of the poll will be displayed.

Proposing and Seconding a Motion

For all resolutions, the motion will be read by the Chairperson. The Chair will then request a participant to propose the motion and a second participant to support (second the motion). Following that, the Chair will open the motion for Discussion.

Following the discussion the motion will be put to a vote. Alterations to a motion will be incorporated following the Discussion before it is put to a Vote.

Amending a Motion

If a motion fails, amendments may be proposed to each motion. The amendment must be proposed by one participant and seconded by another participant. Then the amendment will be opened for discussion and following the discussion it will be placed for voting.

Amendments may be permitted at the discretion of the chairperson *provided that the substance of the motion does not change* and the amendments are limited to:

- inserting or adding words or paragraphs;
- striking out words or paragraphs;

- striking out words and inserting or adding others, or substituting an entire paragraph or complete resolution for another.

Amending an amendment

If an amendment fails, amendments to amendments may be proposed. The amendment must be proposed by one participant and seconded by another participant. Then the amendment will be opened for discussion and following the discussion it will be placed for voting. Amendments may be permitted at the discretion of the chairperson *provided that the substance of the original motion does not change* and the amendments are limited to:

- inserting or adding words or paragraphs;
- striking out words or paragraphs;
- striking out words and inserting or adding others, or substituting an entire paragraph or complete resolution for another.

Passing of Resolutions

The Chair declares whether a resolution has been passed or lost having regard to the majority required to pass; and an entry to that effect has been made in the books of the WUIP and signed by the Chair at that meeting, or the next meeting.

1.4.7. Hybrid Meetings

The *Corporations Act* and the Constitution permits general meetings to proceed with the use of technology in conferencing as may be available to the WUIP from time to time. This includes conferring with Members and others by radio, telephone, facsimile, computer, Internet, closed circuit television or other electronic means of audio or audio-visual communication as may be available from time to time. Any resolution passed using such a system is to be treated as having been passed at a meeting of the Members held on the day and at the time the conference was held — even if the Members were not present together in one place at the time.

1.4.8. Speaking, Questions and Conduct in Meetings

- WUIP participants are required to use the microphone and raise a hand when wishing to speak. The Chairperson will accept and take questions at the appropriate times.
- Participants in the online meetings should use the raise hand button on the meeting platform such as Zoom and wait to be asked to speak by the Chairperson.
- Speakers must speak briefly and limit comments to pertinent points and a maximum of 1 min.
- Speakers must speak about the topic at hand and avoid diverging to other topics
- For Code of Conduct in meetings, Please see WUIP Policy Manual 6 (15).

1.4.9. Placement of Items on the agenda and “Other Business”

Matters of general business which only require an Ordinary Resolution may be added to the agenda at the discretion of the Chairperson. However, matters which require Special Resolution may not be added to the agenda of the meeting in progress but may be added to the agenda of the next general meeting. Matters requiring special resolution include:

- Changing the WUIP Constitution
- Critical business decisions which may alter the company business or objects- examples include the selection of destinations for the next WUIP World Congress
- Changing the company name
- Winding up the company
- Changing the company type

Meeting details

Meeting dates: XXXXXXXXX

Invitations: Sent by email, XXXXXXXX.

Agenda website: [Agenda Link](#)

Pre-registration opens: (DD,MM,YYYY)

Voting Technology Provider:

Teleconference Portal: Zoom Meeting platform

Associated Congress:

Frequently Asked Questions

1. *Where do I pre-register for the meeting?*

Attendees need to pre-register through the WUIP website. A pre-registration link will be provided to all attendees.

2. *How do I login to the WUIP website*

Member societies can login to the WUIP website [here](#).

3. *I have lost my username and password for the WUIP website. How do I get it?*

Your society's username is the public email address for your society found on the [society profile pages](#). To reset your password, select "Forgot your password" on the login page and a password reset will be sent to your email. If you are unable to reset your password, or you no longer have access to the username email address, a request to change the email address will need to be sent to uip@uipmail.org. Please note that for security, you may be asked for written proof using the societies letterhead or a direct email from the email address of the society president listed in the WUIP membership portal that you represent the society and are authorised to change the society's username.

4. *How will voting be conducted?*

Attendees on site will be provided with a physical keypad to vote. Virtual attendees will vote using a web based voting portal. Your vote will be treated in the same way, regardless of whether you are voting using a keypad or online.

5. *Can I share my voting link with other people?*

No. Your voting link is unique to your society. If you share your voting link with anyone else, they will take control of your vote and you will not be able to vote.

6. *My society should have 2 votes, but we only have one voting link. Do I need a second link?*

No. Your voting link will be programmed with the correct number of votes assigned to your society.

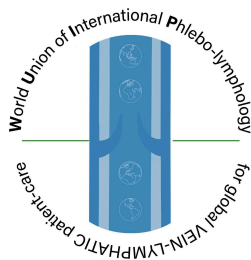
7. *Can the results of voting be audited?*

Yes. A request to audit the votes can be made to the WUIP. This audit will be conducted by an independent monitor.

WUIP PROCEDURES

Procedure 4

Membership and Fees

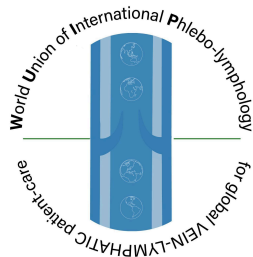


PROCEDURE: MEMBERSHIP AND FEES

PROCEDURE MANUAL | World Union of International Phlebology (WUIP)

Release Date: October 2025

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Procedure No.	Version	Superseded Procedures	Approved by	Approval Date	Effective Date	Date of Next Review
WUIPR-2204	1.0	None	WUIP Executive	22/08/2022	22/08/2022	22/08/2025
Procedure Statement						
Purpose To outline the schedule of membership fees and voting rights of member societies.						
Scope This procedure applies to organisations applying to join the WUIP as a Member Society.						

PROCEDURE: MEMBERSHIP AND FEES

PROCEDURE MANUAL | World Union of International Phlebology (WUIP)

Release Date: October 2025

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1. WUIP Membership and Fees

The WUIP Membership Fees and Tier Allocations are outlined below:

1.1. Membership Tiers

WUIP membership categories A, B, C and D and the associated voting rights are defined in the Constitution of the WUIP.

Type	Definition	Registration Requirement	Voting Rights
<i>Member Society TYPE A</i>	<i>Societies with a membership base from <u>one country or a group of countries</u> in which no other member society of the WUIP exists.</i>	<i>Must be a registered incorporated body which is able to hold shares.</i>	<i>2 votes</i>
<i>Member Society TYPE B1</i>	<i>Societies with a membership base from a <u>group of countries</u> in which other member society(ies) of the WUIP exist.</i>	<i>Must be a registered incorporated body which is able to hold shares.</i>	<i>1 vote</i>
<i>Member Society TYPE B2</i>	<i>Societies with a membership base from <u>one country</u> in which other member society(ies) of the WUIP exist, where the society was first admitted in time with the WUIP</i>	<i>Must be a registered incorporated body which is able to hold shares.</i>	<i>1 vote</i>
<i>Member Society TYPE C</i>	<i>Societies with a membership base from <u>one country</u> in which other member society(ies) of the WUIP exist, and which was not admitted first in time with the WUIP.</i>	<i>Must be a registered incorporated body which is able to hold shares.</i>	<i>1 shared vote</i>
<i>Associate Societies TYPE D</i>	<i>Societies that have not met the membership prerequisites.</i>	<i>Board may set a fee for Associate Societies.</i>	<i>May attend the Annual General Meeting but will have no voting rights.</i>
<i>Executive Members</i>	<i>These are the Executive Committee Members (Board of Directors). These persons may only hold membership for the term of their appointment on the Board.</i>	<i>Election to an executive position.</i>	<i>1 vote per executive member</i>

PROCEDURE: MEMBERSHIP AND FEES

PROCEDURE MANUAL | World Union of International Phlebology (WUIP)

1.2. Membership Fees and Late Payments

Membership fees are determined and reviewed by the EC from time-to-time. Fees are listed below.

For new members, fees are payable on the day of the approval as a new member. Societies wishing to apply for Tier 2 or Tier 3 membership must apply in writing for this reduced fee. This is a charitable effort to recognise the importance of phlebology societies in lesser developed countries, or in countries in crisis.

The WUIP Executive Committee must approve any change in a society's status. Membership fees are due on the 1st of November of the previous year.

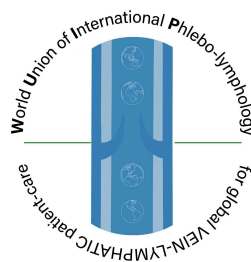
- Tier 1- Standard Fees: 550 Euros per annum
- Tier 2- Developing Nations: 250 Euros per annum
- Tier 3- Countries in Crisis: Waived

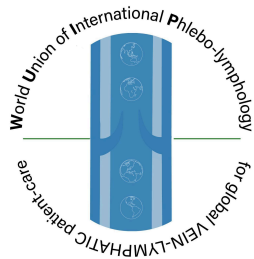
1.3. Late Payments

A 10% late fee will be applicable for payments made after the 1st of January providing a two month grace period. As per the WUIP Constitution, membership will lapse should membership fees are more than 6 months overdue. Extensions may be granted at the discretion of the WUIP Board. Antecedence of the member society will not be reinstated should the member apply to be reinstated.

WUIP PROCEDURES

Procedure 5 Membership Application





Procedure No.	Version	Superseded Procedures	Approved by	Approval Date	Effective Date	Date of Next Review
WUIPR-2205	1.0	None	WUIP Executive	22/08/2022	22/08/2022	22/08/2025
Procedure Statement						
Purpose To outline the process of application for membership of the WUIP and eligibility criteria for membership.						
Scope This procedure applies to organisations applying to join the WUIP as a Member Society.						

1. WUIP Membership Application

The process for the application of membership to the WUIP is outlined below.

1.1. Membership Eligibility Criteria

Prospective members or member societies seeking to apply for membership to the WUIP must ensure that they satisfy the following eligibility prerequisites prior to submitting an application:

1. Societies applying for Society Membership in the WUIP must:
 - a. Be not-for-profit registered incorporated organisation able to hold membership shares in the WUIP;
 - b. Be an organisation with primary objectives and activities that align with those of the WUIP;
 - c. Be an organisation that derive its membership base from, and carries out its activities at a predominantly nationwide, transnational or international membership base;
 - d. Hold and maintain a governance structure that actively engages in advocacy and representation of its membership and meets appropriate registration requirements including election of a governing body, appointment of office bearers and holding required membership meetings;
 - e. Demonstrate continuous activity for a minimum of three years and be currently active at the time of application;
 - f. Demonstrate activity in the entire field of phlebology and not limited to particular interventions, procedures, diagnostic services or management of particular conditions;
 - g. Demonstrate engagement in provision of education, scientific research, academic initiatives, promotion of healthcare standards or humanitarian missions in phlebology; and
 - h. Demonstrate organisation of at least two previous national or international congresses where the congress theme or a substantial component of the activities was dedicated to phlebology.
2. Societies that do not meet the above conditions could be admitted under the category of 'Associate Member'. Please refer to [Procedure 4](#) for a schedule of the WUIP

PROCEDURE: WUIP MEMBERSHIP APPLICATION

PROCEDURE MANUAL | World Union of International Phlebology (WUIP)

Membership Fees (as of August 2022) and [Section 1.4](#) for greater information on Associate Member Rights.

1.2. Application Process

After assessing your eligibility for membership per the eligibility criteria above, the Membership Application Process is as follows. Please note that the entire process may take anywhere between 4-12 weeks.

1. The Society submits a [Formal Membership Application](#) to the WUIP. (Please refer to [Section 1.3](#) for greater detail).
2. Application to be assessed by the WUIP General Secretary and the WUIP Administration Team.
3. Further information such as registration details or a summary statement of activities and membership details may be requested.
4. The WUIP General Secretary reserves the right to consult stakeholders, including existing member societies from the applicant's country, or regional societies with membership from the applicant's country. In addition, the EC reserves the right to consult relevant third parties (e.g. medical boards, government agencies) to obtain contextual information about the applicant.
 - a. Please note that stakeholders and relevant third parties that are contacted are free to express their support in favour of the application or to voice any concerns if applicable.
5. Once satisfied, the Application will be presented to the WUIP Executive Committee for approval.
6. Once approved by the EC, it is then presented to the WUIP GC.

1.3. Formal Membership Application

The following documents and information must be included in your Formal Membership Application. All documents must be sent to the President with a copy to the General Secretary.

- Copy of the constitution of the Society;
- The administrative structure of the Society (e.g. Council, Executive Committee etc.);
- The procedures of elections and voting;
- The frequency of meetings;
- A list of past meetings and main themes;
- A list of planned future meetings and main themes;
- A full membership list with total numbers; and
- The name of the Society journal (if applicable).

1.4. Application Timeframes

Applications are reviewed by the General Secretary and Executive Director. Applications that do not meet the requisite submission requirements (e.g. membership eligibility, documentation) will not be processed. The Organisation will exercise due diligence in the application process and consult stakeholders and relevant third parties to ensure that appropriate advice is generated to the EC for their presentation to the GC. As such, the application process may take anywhere between 4-12 weeks depending on the complexity of the application and the completeness of the required documentation submitted. In summary, the application timeframe is as follows:

- October 1: Applications open.
- March 1: Applications close; General Secretary and Executive Director assess applications.
- June: Applications presented to the EC at the EC Meeting.
- September: Successful applications presented to the GC at the GC meeting or Annual General Meeting (depending on the year).

NOTE:

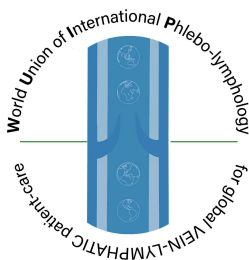
Any applications received prior to March 1 will be processed, assessed and if successful, presented to the GC in September at either the GC Meeting or Annual General Meeting depending. Applications that are submitted after March 1 will be processed and assessed in the following year's round of determination.

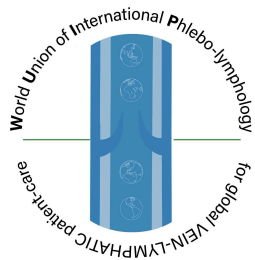
PROCEDURE: WUIP MEMBERSHIP APPLICATION

PROCEDURE MANUAL | World Union of International Phlebology (WUIP)

WUIP PROCEDURES

Procedure 6 Emeritus and Honorary Titles





Procedure No.	Version	Superseded Procedures	Approved by	Approval Date	Effective Date	Date of Next Review
WUIPR-2206	1.0	None	WUIP Executive	22/08/2022	22/08/2022	22/08/2025
Procedure Statement						
Purpose To outline the eligibility criteria and nomination process to become an Emeritus and/or Honorary Member of the WUIP.						
Scope This procedure applies to all WUIP Member Societies.						

1. Emeritus and Honorary Titles

This section outlines the eligibility criteria and nomination process to become an Emeritus or Honorary Member of the WUIP. WUIP Emeritus and Honorary Members are retired individuals that have previously served in a leadership position in the WUIP and have made significant contributions to the evolution and development of the WUIP.

1.1. Eligibility Criteria

All nominees must satisfy the eligibility criteria outlined below. Any nominations submitted to the WUIP that fail to satisfy the eligibility criteria will not be processed.

To be eligible, the nominee must:

- Be a member of the WUIP;
- Have demonstrated outstanding leadership at a high level;
- Have made a contribution to the WUIP over and above what is reasonably expected of them in the role;
- Have made an outstanding contribution to the field of Phlebology and the Phlebology community through voluntary service or research; and
- Be alive at the time of nomination.

Please note that the WUIP does not award the title of Emeritus and Honorary Member posthumously. Therefore, a deceased person cannot be nominated for this title.

1.2. Nomination Process

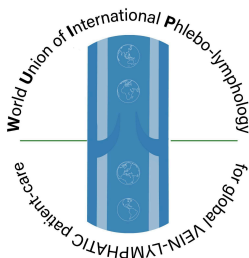
Timeline: Nominations will be opened in September of each year and will close at the end of January for conferring in the following September's Annual Meeting of the Members or General Council Meetings. The nomination process includes:

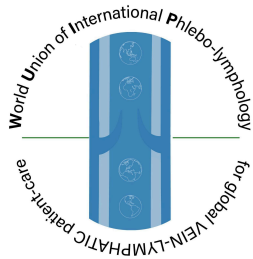
1. Member Societies may nominate an individual who satisfies the Eligibility Criteria. Please note that nominations will only be accepted from members of the WUIP in good standing.
2. Once nominations close at the end of January each year, all submissions will be reviewed by the *Emeritus and Honorary Titles Committee*. The Committee will make recommendations of promising nominees to the WUIP EC.
3. The WUIP EC will then review the selected nominees and make recommendations to the WUIP GC for conferring the title.

WUIP PROCEDURES

Procedure 7

Communication with WUIP Members





Procedure No.	Version	Superseded Procedures	Approved by	Approval Date	Effective Date	Date of Next Review
WUIPR-2207	1.0	None	WUIP Executive	22/08/2022	22/08/2022	22/08/2025
Procedure Statement						
Purpose To outline the official communication channels used by the WUIP to disseminate important announcements, notices, updates and general correspondences.						
Scope This procedure applies to all WUIP Member Societies.						

1. Communication With WUIP Members

The section below outlines the two official communication channel/s used by WUIP Executives to disseminate important announcements, notices, updates and general correspondences with WUIP Member Societies. In brief, the two official communication channels are myWUIP and emails to nominated email addresses.

1.1. myWUIP Member Portal

The current WUIP Member's Portal, or 'myWUIP', is one of the official communication channels of the WUIP. All alerts, notices, important announcements and updates will be posted in the 'My Notifications' section of myWUIP. Therefore, it is essential that members assume responsibility for updating and maintaining the currency of their nominated email address/es on their myWUIP account should there be a change.

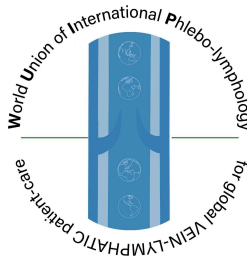
1.2. Emails to Nominated Email Addresses

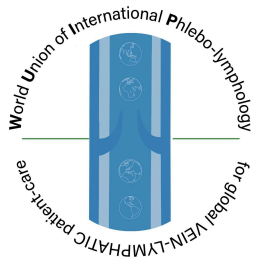
Automated emails and email blasts to the nominated email addresses of Member Societies is the other official communication channel of the WUIP. It is the responsibility of Members to ensure that the nominated email address/es stated on their myWUIP account is current. It is also their responsibility to maintain the currency of that nominated email address. Accordingly, the WUIP will not take responsibility for any claims of miscommunication or failure to provide sufficient notice for reasons surrounding a Member Society's failure to ensure the currency of their nominated email address/es.

WUIP PROCEDURES

Procedure 8

Regulation for WUIP Scientific Endorsement





Procedure No.	Version	Superseded Procedures	Approved by	Approval Date	Effective Date	Date of Next Review
WUIPR-2408	1.0	None	WUIP Executive	2025	2025	2031
Procedure Statement						
Purpose To outline process of obtaining the endorsement of the World Union of International Phlebology for Scientific Initiatives. .						
Scope This procedure applies to all WUIP Member Societies.						

1. WUIP Endorsement Rationale

One of the main aims of the World Union of International Phlebology (WUIP) is to foster advancement in “scientific research and academic initiatives in phlebology”(WUIP Constitution art. 2.4). WUIP endorses its own scientific initiatives and, eventually, the ones of external organizations, as a proof of unquestionable high scientific value, in absence of any conflict of interest, in confirmation of the translational potentials into best clinical phlebology and lymphology practice.

2. WUIP Endorsement Rationale

WUIP produces scientific documents engaging its own representatives who are in possession of a confirmed history of previous indexed publications on the related topics. All the WUIP EC must be invited to join the Authorship, as long as they then actively contribute to the work realization, in representation of the General council who elected them. These documents are automatically endorsed by the WUIP.

In case an external organization is seeking WUIP endorsement for a scientific document, the following criteria must be met:

1. At least three representatives of the WUIP must be included, including the WUIP Scientific Committee Chair and the WUIP President.
2. In case of more than three WUIP representatives, an odd number must be kept in order to allow eventual internal majority voting on matters of controversy.
3. WUIP representatives can be suggested by the Organization seeking the endorsement, but the final selection will be voted by absolute majority of the WUIP Executive Committee.
4. Only documents originated from scientific entities or individuals not having industry engagement in the related project development and without industry sponsorship can be endorsed.

5. Already totally written and finalized documents can not be endorsed.

WUIP member societies can request the diffusion of surveys to the other WUIP members only if the requesting organization is up-to-date with the membership fee and if at least three WUIP representatives chosen by the EC among the same EC members and/or the WUIP Scientific Committee are directly involved in the related project. Individuals can not request diffusion of surveys through the WUIP channels, unless of exceptional value for the medical community.

3. WUIP Endorsement Rationale

The external organization promoting the scientific work and seeking WUIP endorsement must submit:

1. Its bylaws.
2. Declaration of of conflict of interest.
3. Declaration of eventual funding.
4. Project synopsis
5. Project Gantt Chart or timeline
6. Authors list, including the suggested WUIP members.
7. Copies of institutional approvals (Human ethics, Animal ethics etc) if required.

The submission is to be addressed to the WUIP Scientific Committee Chair, the President and the Executive Director who will assess eligibility and, eventually, submit the application to the EC for final approval by absolute majority. The WUIP endorsement must be provided in less than 30 calendar days from the application.

4. Limitations

Endorsement does not mean that the WUIP accepts responsibility for any dispute or breach by the investigators or the investigating institution, other than those that the WUIP nominated to participate. Endorsement does not mean that the WUIP accepts any financial responsibility for the proposed project or manuscript.

5. Contacts

For more info, contact the WUIP Executive Director (execdirector@uipmail.org), the Scientific Committee Chair and the WUIP President (president@uipmail.org).