

24th January 2018 • www.legionellacontrol.org.uk

The LCA on social media

The LCA has noted all the recent comments from several individuals on LinkedIn.

The Management Committee of the LCA wish to place on record that these individuals have been given the opportunity over a long time to provide specific details through its formal [complaints procedure](#). One of the individuals has raised a formal complaint in the past regarding the misuse of the term "accreditation" which has been addressed and resolved. To date none of the individuals has any outstanding complaints that have been raised through our formal [complaints procedure](#).

To clarify some areas of misunderstanding we would like to highlight the following facts:

- There are three elements to the LCA – Management Committee, Secretariat and the Assessors.
- There are twelve members of the Management Committee, all of whom are unpaid volunteers. They are democratically elected and decide policy for the organisation.
- The Health and Safety Executive and the City of London Environmental Health Department are also represented on the committee and are fully briefed on pertinent matters.

- The Secretariat are contracted by the organisation to perform administrative tasks.

- As of 24th January 2018 the LCA has twelve Assessors who are all self-employed individuals.

- Our Assessors are not permitted to undertake any other work with Registrants they audit.

- The Assessors work part time for the LCA and many are otherwise active in the industry.

- Every Registrant is sent a letter prior to any audit stating the date of the audit and the name of the Assessor. Should the Registrant wish to change the Assessor due to any potential conflict of interest then this is accommodated. This is not viewed as a complaint.

- The LCA welcomes complaints as a means by which standards can be raised.

The LCA is committed to raising industry standards continually and to making an important contribution to keeping water systems safe. As part of continually raising standards for its Registrants, the LCA will be introducing a new Category for providing Legionella Risk Assessments in Healthcare settings. This will be supported by revisions to the Service Standard and additional training for its Assessors.

The LCA regularly removes from its website Registrants that have been found to breach its service standards, fail to adhere to the Code of Conduct or fail to comply with audit actions. As of the 24th January 2018 there are nine LCA Registrants who have been removed from the website in the last two months.

For the avoidance of doubt, the role of the LCA is to audit the management processes to raise standards and audit evidence of compliance to the Code of Conduct. The Code of Conduct is designed to ensure that LCA Registrants establish and maintain appropriate management systems to enable them to deliver a consistent quality of service provision for the control of legionella. Whilst it is a requirement of the Code of Conduct that our Registrants develop the necessary procedures, the LCA cannot and do not guarantee that every employee of an LCA Registrant will always follow their company procedures – this is the responsibility of the Registrant themselves.

The LCA Management Committee does not intend to make any further comment on this matter. Should any person wish to provide comment on LCA Registrants activity, then we would respectfully request that our formal [complaints procedure](#) is followed.

- LCA Management Committee
24th January 2018