



Complaints Handling Procedure for Accredited Professionals

Making a Complaint

Overview

The Accreditation Authority (the Authority) can receive complaints about the conduct of Accredited Professionals. Accredited Professionals are required to abide by a Code of Conduct adopted by the Minister for Planning.

This Guide is to assist those making complaints (Complainants) in understanding the way a complaint will be handled by the Authority. It is a guide only and you should refer back to the 'Complaints Handling Procedure for Accredited Professionals' for full details on the procedure.

I would like to make a complaint against an Accredited Professional – what do I need to do?

Your complaint needs to be made in writing in the approved form, contain the details on which your complaint is based and must be accompanied and verified by statutory declaration. It cannot be lodged more than 12 months later after the day you first became aware of the matters alleged in your complaint, unless the Accreditation Authority allows you to.

Completed complaints should be sent to: **Accreditation Authority, GPO Box 1815, Adelaide SA 5001.**

To ensure that your complaint is able to be considered thoroughly and properly, it is recommended that you do not discuss the details of your complaint with other people.

I made a complaint, what happens next?

If your complaint contains the details needed as noted above, the Authority will start to process your complaint. The Authority may require further information from you, if this is the case you will receive notification of what is required.

The Authority will provide you with a letter acknowledging your complaint. The Authority will undertake an initial assessment of your complaint. The Authority may decline to process your complaint further in the following circumstances:

- you do not have a sufficient interest in the matter to which the complaint relates;
- the matter raised by the complaint is trivial;
- the complaint is frivolous or vexatious or is not made in good faith;
- that it would be more appropriate for the proceedings to be initiated in a court or tribunal constituted by law, or for the matter to be handled by another authority;
- that there is some other good reason not to proceed with considering the complaint.

If the Authority declines to process your complaint, you will be advised in writing. If your complaint proceeds, the Authority may appoint an Investigator and you may be asked to provide further information either to the Authority or the Investigator.

Do I have to provide further information to the Commission or Investigator?

You are not required to do so, but if you choose not to, this may mean that your complaint cannot be substantiated or may not proceed further.

Can I appear personally before the Authority to provide information on a complaint?

No, the Authority will only receive information from complainants and members that has been verified by statutory declaration.

Who will get to see my complaint?

Staff from the department supporting the Authority will initially see your complaint. If an Investigator is appointed they will be provided with details of your complaint.

If on the basis of information contained in a complaint or any other public officer has a reasonable suspicion of corruption, serious or systemic misconduct or serious or systemic maladministration, then a report will be made by that member or public officer to the Office for Public Integrity. The Authority will follow any directions of the Independent Commissioner Against Corruption or Office for Public Integrity regarding the continuation or suspension of any inquiries or investigations initiated by the Authority in regard to the relevant complaint.

Will the Accredited Professional be told I have made a complaint against them?

The Authority is required to notify the Accredited Professional of a complaint against them if an Investigator is appointed. The Accredited Professional is allowed to respond to the complaint and will see a copy of any final report from the Investigator. The Accredited Professional may need to know who made a complaint against them in order to provide their response.

Will I be able to find out the outcome of my complaint?

If the Authority determines at any time not to proceed further with your complaint, you will be notified in writing. If the complaint is upheld, the Authority will advise you of the outcome of the complaint in writing.

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