

Complaints Reporting and Handling Procedures

Part A - For Complaints From a Consumer About a Member

Part B - For Complaints From a Member About Another Member

Dated 23rd April, 2002

PART A

NATIONAL SECURITY SCREEN ASSOCIATION

COMPLAINTS REPORTING AND HANDLING PROCEDURE

Each State Branch of the NSSA will have formed a Complaints Resolution Committee or CRC.

Which in general shall comprise of members of the Management Committee and any recognized industry experts that may be retained from time to time.

No company shall have more than 1 (one) representative on CRC.

Any member of the Complaints Resolution Committee who has a complaint lodged against them shall stand down from the case in question.

All members of the CRC must sign a confidentiality clause annually.

1. All complaints must be sent in writing to the registered state office of the NSSA and state clearly the type of product purchased and to what standard the product was to be manufactured and installed and the nature of the complaint.
2. The Secretary will then contact the named firm asking for a response in a reasonable time period.
3. If the complaint is product based and found to be still in dispute, a site inspection by 2 (two) members of the CRC shall be arranged to inspect the product in question and all paper work pertaining to the complaint.
4. A report is then tabled to the next meeting of the CRC who should consider if:
 - a) The complaint is legitimate or not and respond in writing to the originator and firm in question.
 - b) Where the complaint is found to be legitimate and the firm in question has not responded or remedied the complaint in a reasonable amount of time, not to be longer than the time taken to complete the original job allowing for seasonal variations, decide what action is to be taken.
 - c)
 1. Disciplinary action if the firm is a member of NSSA.
 2. Report breach of Security Industry Act to relevant statutory body.
 3. Report breach of Trade Practices Act to the office of Fair Trading.
 4. Report sent to the Building Authority.
5. If the firm in question can produce an engineers certificate stating the compliance of this product and its installation to the relevant Australian Standard, it is recommended no further action be taken.

PART B

NATIONAL SECURITY SCREEN ASSOCIATION

COMPLAINTS REPORTING AND HANDLING PROCEDURE

Resolving Disputes

Disputes between members of the Association will be dealt with immediately.

Members in General meetings are to make time to deal with disputes.

Complaints or grievances from members are to be raised and dealt with within the Association as far as possible.

Decisions in all meetings are to be made in the light of the best interests of the Association as a whole and the ordinary members.

Should a dispute arise within the meeting which is not resolved within a reasonable period of time, the dispute in question should be handed to a duly appointed disputes committee.

Disputes Committee

A disputes committee will be formed at such a time and for such a period as decided by the Board of Management in a Management meeting.

A disputes committee may be formed to deal with one or any number of disputes, or it may be formed to deal with any dispute over a set period of time, as decided by the Board in a Board meeting.

People who are not members of the association and who are neutral in the business and affairs of the Association, are to be co-opted to work with members to solve disputes, if all parties agree.

The disputes committee has no formal powers of decision-making.

The role of the disputes committee is:

- a) To ensure that members or applicants for membership are not dealt with Arbitrarily by other members in meetings or outside meetings.
- b) To make clear the terms of the dispute.
- c) To mediate with a view to encouraging personal responsibility and change and explaining possible solutions other than imposing arbitrary decisions.

d) To report back to the next Board meeting (or an earlier specially convened meeting) of the Association, whether:

1. The dispute has been resolved satisfactorily for all parties, or the dispute has not been resolved.
2. If the dispute has been resolved then the recommendation should be that no further action be taken.
3. If the dispute has not been resolved, appropriate recommendations to the Board meeting such as:

Further discussion or problem solving;
To impose a probationary period;
Suspension or termination of membership;
Any other recommendation as seen fit by the disputes committee.

If a dispute remains unresolved after all efforts have been made to settle it, or if the person/s concern refuses to meet with the disputes committee, the Board reserves the right to resort to any of the following ways:

For interim members:

- a) Impose a further period of probation or extend a current probationary period;
- b) Suspend or terminate the person's membership with the Association.

For full members:

- a) Suspension or termination of membership.

For both interim and full members:

- a) Require the person/s to meet specific requirements in order to retain membership.

A matter can be referred to the disputes committee after being brought formally to a general meeting, a meeting of the Board of Management (or specially convened meeting) following a majority vote at which a quorum is present.

The disputes committee will consist of six people comprising of volunteer members and/or people co-opted from outside the Association.

From within the pool of six people, the disputes committee will draw by lot three of its members to mediate in a particular dispute.

All members of the disputes committee will:

- a) have formally volunteered to be called upon to do this duty;
- b) have received reasonable training in conflict resolution procedures, welfares or counselling skills or experience.

No member of the disputes committee will mediate in any dispute in which he/she has any direct or indirect interest in its outcome.