

Policy & procedure for Complaints

Complaints for Non IOP(SA) Members

Non-Member Complaints procedure to follow:

1. Complaints Desk shall send a compliant form to the complainant with the instruction that it must be fully completed with all supporting documentation submitted. The Complaints desk shall confirm that the complaint is against an IOP(SA) non-member.
2. Once complaint form(s) have been received from the complainant, the complaint is allocated to the Region IOP(SA) Technical representative and copied to the Chairman.
 - All complaints are to be of a Reporting nature only.
3. The technical representative is to assess the complaint and issue a quote to deal with the complaint, in-line with the defined costing structures.
4. Following the process of the complaint can only be carried out once the quote has been accepted and monies paid to IOP(SA).
5. Should the Complainant become non-responsive, after ten (10) business days from receipt of Invoice or response, the complaint is to be closed and any non-deliverable Invoices credited.
6. The technical representative is to give (and notify) the non-member an opportunity to respond **in writing** within 2 business days.
7. After assessment from the technical representative, and the non-member response has been received, an inspection at the complainant's property can be carried out and a Report given.
8. Site inspections or meetings, where both parties agree to meet to find a way forward must always be conducted in a professional manner, and as a rule of thumb, a voice recorder be used to record the meeting. This will provide clear documentation of the meeting and will, in most instances keep a check on the tone of the meeting.
 - IOP(SA) will deal with the facts, National Standards and relevant Legislation as presented and will not show favour to a member if said member is found to have contravened the IOP(SA) Code of Conduct or non-compliance to standards, by-Laws or manufacturers specifications, further IOPSA have Disciplinary structures to deal with said Contraventions.
9. This ruling and written report must be given to the National Complaints administrator to give formal feedback to non-member and complainant and subsequently Resolve (Close) the complaint. This report must be on an IOP(SA) letterhead and include: Dates, Parties contact details, findings, photographs, SANS references and must provide a provisional time-line for the contractor to rectify/ refix.
10. Acceptable timing to resolve a complaint from receiving to ruling and feedback must not be longer than two weeks.
 - On completion of repairs a further inspection can be set up to confirm; this to be costed to the Complainant with monies received prior to Inspection.



As a non-member of IOP(SA), it is in most instances the assumption that as IOP(SA) our hands are tied when dealing with a non IOP(SA) member.

- In the event of the contractor being non-responsive; it must be made clear to the contractor that it would be in the best interest of the contractor to resolve the alleged complaint received. If the allegations made against the contractor are legitimate, the information and report provided by IOP(SA) can be used to recover costs etc. through legal action, Small Claims Court, or through the Consumer Protection Act. Further, that under instruction from the Complainant; an inspection and report of the work at the Complainant's premises will be provided whether the contractor consents or not.

It is to be noted that as IOP(SA), we cannot guarantee that Non-Member complaint will be resolved, however we will be able to place the Complainant in a far better position should you decide to pursue the Legal route.

Complaints procedure for IOP(SA) Members

Member Complaints procedure to follow:

1. Complaints Desk shall send a compliant form to the complainant with the instruction that it must be fully completed with all supporting documentation submitted. The Complaints desk shall confirm that the complaint is against an IOP(SA) Member.
2. Once complaint form(s) have been received from the complainant, the complaint is allocated to the Region IOP(SA) Technical representative and copied to the Chairman.
3. The technical representative is to assess the complaint.
4. The technical representative is to give (and notify) the Member an opportunity to respond **in writing** within 2 business days.
5. Should the Complainant become non-responsive, after ten (10) business days from receipt of response, the complaint is to be closed.
6. After assessment from the technical representative, and the Member response has been received, an inspection at the complainant's property can be carried out and a Report given.
7. Site inspections or meetings, where both parties agree to meet to find a way forward must always be conducted in a professional manner, and as a rule of thumb, a voice recorder be used to record the meeting. This will provide clear documentation of the meeting and will, in most instances keep a check on the tone of the meeting.
 - IOP(SA) will deal with the facts, National Standards and relevant Legislation as presented and will not show favour to a member if said member is found to have contravened the IOP(SA) Code of Conduct or non-compliance to standards, by-Laws or manufacturers specifications, further IOPSA have Disciplinary structures to deal with said Contraventions.
8. This ruling and written report must be given to the National Complaints administrator to give formal feedback to Member and Complainant and subsequently Resolve (Close) the complaint. This report must be on an IOP(SA) letterhead and include: Dates, Parties contact details, findings, photographs, SANS references and must provide a provisional time-line for the contractor to rectify/ refix. See Technical Report guideline for further clarity.
9. Acceptable timing to resolve a complaint from receiving to ruling and feedback must not be longer than two weeks.

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