

Public Forum Question and Response

Subject: Private Certifiers and the Complaints Process

Question From: Vincent De Luca

Meeting Date: 27 April 2004

Question:

Could Council outline for the benefit of the community the complaints process should a member of the community wish to make a complaint against a Private Certifier? Can complaint be made to the ICAC, NSW Ombudsman and Department of Infrastructure and Planning should issues of concern arise and what is the process to be followed?

Answer:

The Acting Director Planning & Assessment Services advised that the Department of Infrastructure, Planning and Natural Resources (DIPNR) has produced a practice note that details the steps to make a complaint against an accredited certifier. The 5-step process consists of:

1. Establish the grounds for the complaint
2. Establish who is responsible
3. Contact the certifier (optional)
4. Contact the accreditation body
5. Further avenues (optional)

As per step 5 of the process, further or parallel representations may be made through ICAC and the NSW Ombudsman. The Acting Director Planning & Assessment Services advised that a full copy of this note can be obtained from Council or on the DIPNR website.