

Submission and Investigation of Complaints against Design Matters National NatHERS Accredited Assessors Procedure.

Whilst all Design Matters National(DMN) NatHERS Accredited Assessors have agreed to, and are bound by the [Thermal Performance Assessor Code of Conduct](#), there may be occasions when performance and/or conduct of an Assessor falls short of expectations.

In the event of such circumstances, in accordance with the terms laid out in the Thermal Performance Assessor (TPA) Code of Conduct, Design Matters National provides the following procedure for complaints to be submitted, investigated and resolved.

Investigation of Complaints and Conduct of Assessors and Dispute Resolution Procedure

1.0 A complaint or request for information made by any person that relates to the performance or conduct of an Assessor or an alleged breach of the DMN TPA Code of Conduct must:

- a) Be made in writing via email to info@designmatters.org.au
- b) Specify the name of the Assessor who is the subject of the complaint and DMN Accreditation number (if known)
- c) Provide a detailed outline of the facts, circumstances or incident giving rise to the complaint, citing
- d) If the complaint relates to an alleged breach of DMN TPA Code of Conduct, specify the provisions of the Code of Conduct which the Assessor(s) is alleged to have breached
- e) Provide documented evidence in support of the complaint
- f) Describe your ideal outcome of any potential investigation

2.0 Design Matters National will log the complaint within five (5) working days and:-

- a) Write to the complainant acknowledging receipt of the complaint
- b) The complainant has the right to request their details to be withheld from the subject of the complaint
- c) Provide the Assessor who is the subject of the complaint with details of the complaint in writing (e-mail), including any copies of any accompanying evidence
- d) The Assessor who is the subject of the complaint is obliged to provide Design Matters National with all information or documentation that Design Matters National requests within five (5) days for the proper investigation of the complaint or alleged mis-conduct
- e) Design Matters National may proceed to investigate the complaint at its discretion, with or without a response from the subject of the complaint.

3.0 Investigation into the performance or alleged mis-conduct of an Assessor may include:-

- a) Telephone communications with the complainant and subject of complaint
- b) Written electronic communication with the complainant and subject of complaint
- c) Design Matters National convening a meeting (either in person or by electronic means) between the subject of complaint and Design Matters National.

4.0 Resolution of the complaint

- a) If the matter is resolved via written email, telephone communication, or at a meeting, Design Matters National shall confirm the discussions and outcome in writing to both the complainant and the Assessor who is the subject of complaint
- b) If Design Matters National is of the opinion the complaint or alleged breach is capable of being remedied it will specify
 1. How Design Matters National requires the subject of complaint to remedy the complaint or breach
 2. The period of time in which the complaint or breach is to be remedied
 3. Notifies the subject of complaint of any disciplinary action deemed appropriate by Design Matters National
- c) If the matter is not resolved, Design Matters National may refer the matter to the NatHERS Administrator for resolution
- d) Design Matters National will notify the complainant in writing (email) of the outcome of the complaint.

5.0 Non-Resolution of complaint

- a. Should the matter not be resolved within ten (10) working days from the date of receipt of the Assessor's written response to the direction
- b. Or The Assessor who is the subject of the complaint fails to comply with the prescribed direction
- c. And/or the subject of complaint has been found in breach of this Code of Conduct, Design Matters National will
 1. Issue a final outcome notice to the subject of complaint that Design Matters National may take the prescribed disciplinary actions outlined in the Thermal Performance Assessor Code of Conduct
 2. Include a statement specifying the reasons why, in the opinion of Design Matters National, the alleged complaint is justified and/or the subject of complaint has breached this Code of Conduct
 3. Notify the complainant in writing (email) of the outcome of the complaint.