



**PROCEDURE
COMPLAINTS**


**Number: SCA-PRO-009
Rev: 2
Date: 31 July 2014**

COMPLAINTS PROCEDURE

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1. Preamble

Steelwork Compliance Australia (SCA) aims to maintain the highest standards of service.

If a complainant finds it necessary to make complaint in regard to the SCA or one of its Licensees, the SCA will follow the process outlined below to investigate the complaint.


2. Nature of Complaints

- 2.1 There are a number of complaint types recognised under the Scheme rules.
- a) Complaints made to Licensees by users in regard to the quality of product supplied to a Construction Category certified by the SCA;
 - b) Complaints made to the SCA, normally by users in regard to the quality of product supplied to a Construction Category certified by the SCA;
 - c) Complaints made to the SCA by its Licensees, or other parties, in regard to the performance of the SCA or any of its officers or representatives;
 - d) Misrepresentation of SCA certification
- 2.2 A complaint shall be deemed to have been received when:
- a) A written complaint has been submitted by the complainant and received by the SCA;
 - b) The nature of the complaint can be attributed to one of the issues listed above; and
 - c) The complainant has first-hand direct access to and knowledge of the complaint.
- 2.3 All complaints received will be logged by the SCA Manager and reviewed by the Governing Committee Complaints Subcommittee
- 2.4 The SCA Manager will acknowledge receipt of all complaints within 5 working days and provide a date for the next contact.

3. Management of Complaints

- 3.1 The SCA Manager will be responsible for undertaking the review and control of complaints as per 2.1a) and b) above and most general complaints. Complaints to the SCA should be addressed to the SCA Manager via the contact section of the website found at www.scacompliance.com.

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- 3.2 Complaints in regard to 2.1c) above should be referred to the Chairperson of the Governing Committee via the SCA Website or by email to complaints@scacompliance.com.
- 3.3 Where the complainant is dis-satisfied with the decision or actions of the SCA Manager in regard to complaints covered by 8.1 b) or d), the Chair of the Governing Committee may be asked by the complainant to consider the matter further.
- 3.4 Any decisions by the Governing Committee are final and concludes the Complaint process.
- 3.5 In regard to complaints made under Clause 12.1 (b) or (d) once investigated and determined to be a valid breach of the requirements of the audited compliance capability as determined by the construction category, the SCA reserves the right to undertake further Surveillance or Special Audits as determined by the SCA Manager. Where the complaint is substantiated and results in a Major Non-conformance or Non-compliance (refer Section 6) raised on the Licensee, the cost of such additional audits will be to the account of the Licensee. Such costs will be in accordance with the Fee structure as described in Section 14 of these Rules.

4. Investigation of Complaints

- 4.1 All complaints are to be validated, investigated and followed through to a conclusion whilst observing the requirements for confidentiality.
- 4.2 The complainant is kept informed of progress of their complaint.
- 4.3 All complaints are to be registered and recorded by the SCA Manager or investigating Governing Sub-Committee on individual numbered and dated reports.
- 4.4 The progress of the investigation into the complaint is to be recorded, including tracking actions undertaken and the effectiveness of the actions.
- 4.5 Where the complaint involves activity undertaken by an Auditor or a sub-contracted organisation the form and relevant correspondence will be forwarded without delay and without identifying the source, to the organisation for a response in a reasonable period and less than 10 days.
- 4.6 Where the complaint is about a company certified by SCA, then the complaint will be forwarded, without identifying the source, to the company in question for investigation and response back to SCA. Refer the process as described in 3.4.
- 4.7 The SCA Manager will also perform an independent review of the complaint to assess any impact concerning the failure of the Licensees management system.
- 4.8 On completion of the investigation into a complaint, the complainant will be informed of the outcome and any required corrective action, where necessary, and if the action has been or is being taken.

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- 4.9 The SCA Manager will ensure that the appropriate corrective action is taken and will record these actions and outcomes.
- 4.10 Any decision made by the SCA Manager is to be communicated to the complainant will be reviewed and approved by the Governing Committee Board Chairman and reviewed for impartiality by the Impartiality Sub-Committee.
- 4.11 The SCA Manager will decide after notification of the client and complainant, the extent of information relating to the complaint or resolution that will be made public, congruent with the confidentiality provisions of the SCA rules.

5 Review of Complaints

- 5.1 The SCA Manager shall review the Register of Complaints at the end of each year to analyse the causes and identify trends that may require appropriate management action to be taken by the Scheme.
- 5.2 Any complaints received and the appropriate action taken will be presented at the Management Review with the Governing Committee.
- 5.3 The SCA reserves the right to review actions agreed through any complaint investigation procedure at the next scheduled audit.

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