

Certified Meter Installer and Validator

Formal Complaints Procedure

Purpose of this Procedure

Irrigation Australia Ltd implements a Certification Program whose stated aim is to “lift the skills, knowledge and standards of the irrigation industry”. In order to maintain the integrity of the program it is necessary for Irrigation Australia to have a clear process by which any certified meter installer and validator whose work fails to meet these aims can have their certification reviewed by the Certification Board.

Accordingly, Irrigation Australia implemented the following formal complaints procedure. However, the sole aim of this process is to protect the integrity of the certified meter installer and validator program and the process does not limit the CMIs legal right to pursue their concerns in a court of law. The process will simply determine if the person’s certification should be reviewed.

Principles

The Procedure is founded on the following principles:

1. self resolution is the preferred approach
2. face-to-face contact between disputing parties is the preferred option
3. the process is clear to all parties
4. disputes are dealt with fairly, consistently, openly and on a factual basis only
5. Irrigation Australia’s role is clear, finite and cost efficient, and
6. disputes are related strictly to matters covered by Irrigation Australia’s Certified Meter Installer and Validator Code of Conduct.

Key Points

1. Irrigation Australia will:
 - a. consider disputes only in relation to the CMIs performance against the Code of Conduct
 - b. consider the dispute where there has been a genuine initial attempt at self-resolution of the dispute
 - c. consider any written information in relation to the disputes.
2. Irrigation Australia can either uphold the dispute and request the CMI remedy the dispute or may dismiss the dispute.
3. Irrigation Australia cannot compel a CMI to remedy a dispute, the only recourse available for Irrigation Australia is to suspend or revoke the Certification.

4. Where a CMI or customer is dissatisfied with Irrigation Australia's Governance Officer - Metering's determination of a dispute, then the matter can be reconsidered by Irrigation Australia's Certification Board.
5. Irrigation Australia's Certification Board is the final determination and involvement by Irrigation Australia and no further correspondence will be entered into.

Dispute Process

Step 1. The formal complaint

- a) Any formal complaint must be lodged within 36 months of the alleged incident
- b) The complainant must inform the certified person (CMI) in writing that they are going to lodge a formal complaint about the situation before it is sent to Irrigation Australia
- c) Formal complaint must be in writing, addressed to "CMI Complaints, Irrigation Australia, and must include:
 - 1) Identity of certified person and evidence that they have been informed of the complaint
 - 2) Timeline and location of the situation
 - 3) Description of the situation
 - 4) Particulars of the alleged failure by the CMI.
- d) Irrigation Australia's CEO will determine if the formal complaint meets the necessary criteria (see above)
- e) If so, Irrigation Australia's CEO will then ask the Certification Board to appoint the Governance Officer to do a desktop review of the complaint
- f) Both the complainant and the certified person can provide written and photographic information to Irrigation Australia for use by the Governance Officer - Metering.

Step 2. The formal complaint process

- a) Only four (4) people may participate either in person or by teleconference or other agreed means:
 - i. Complainant
 - ii. Certified person
 - iii. Irrigation Australia Governance Officer - Metering
 - iv. A 'minutes' secretary may be appointed by Irrigation Australia who may record the meeting.
- b) Everyone must agree that the meeting is held 'in private'
- c) The Governance Officer - Metering will attempt to mediate an agreed outcome.

The formal complaint meeting outcome

Possible outcomes will include:

1. Formal complaint is withdrawn, or;
2. The CMI admits fault and agrees to negotiate rectification, or;
3. Formal complaint advances to a full hearing;
4. Some other agreed action

If the matter has been referred to the Certification Board by the Governance Officer – Metering, the Certification Board will determine the penalty.

If no resolution is possible at the formal complaint meeting, then the matter will proceed to a full hearing – refer Step 3.

Step 3. Full Hearing

- 1) The Certification Board appoints three independent certified persons as the Formal Complaint Committee to hear the complaint. Preferably the committee is chaired by a member of the Certification Board.
- 2) The Governance Officer presents the results of their initial desk top review and summarises the formal complaint meeting to the committee for their review.
- 3) The complainant and the CMI may present their case in writing and/or in person.
- 4) The committee provides a recommendation to the full Certification Board who will determine the outcome, which can be either;
 - a) Exoneration, or
 - b) Loss of Certification for a period determined by the Certification Board or,
 - c) Some other determination

The Certification Board's decision is final and there is no appeal or review process.

Step 4. Final Notice

- a) Irrigation Australia's CEO will inform the complainant and the certified person of the outcome of the full hearing in writing within 10 working days of the determination.

In my capacity as a Certified Meter Installer & Validator (CMI & DQP) I agree with this Complaints Procedure:

Name: _____ Date: _____

Phone: _____

Email: _____

Signature: _____

Please return this form to Irrigation Australia via:
E. info@irrigation.org.au | Fax: (07) 3517 4010
Post: PO Box 13 Cannon Hill, QLD 4