AUSTRALIAN INSTITUTE OF CONVEYANCERS (SA DIVISION) (AICSA)

COMPLAINT FORM

INFORMATION – FOR MAKING A COMPLAINT ABOUT A MEMBER OF THE AICSA

Members of the AICSA must comply with a range of professional and legislative requirements, including the **AICSA Code of Conduct.**

In the event that you feel that a Member has breached their requirements, and you have attempted to solve the issue with the Member, you may lodge a formal complaint. The AICSA views complaints seriously and therefore welcomes accurate information.

To ascertain if the person in your complaint is a Member of the AICSA email assist@aicsa.com.au

The AICSA is unable to investigate a complaint for a matter that occurred more than five years prior to the date of the complaint or a complaint that is unsupported on available evidence.

Please note that the AICSA is not in a position to offer a remedy to you as the complaint process cannot award damages or restitution of property. It is strictly limited to disciplining of a Member.

To assist in the preparation of your complaint please note the following:

Financial/Legal

AICSA is unable to deal with complaints that involve financial issues or potential matters that may have legal ramifications. If you wish to pursue either matters mentioned above please direct your complaint to Consumer and Business Services (CBS). Their website can be found here: **https://www.cbs.sa.gov.au/contact-cbs** or **phone 131 882** to speak with someone regarding their process.

Complaint Process

The AICSA will only accept a signed written complaint where the identity of the complainant is known. The AICSA does not accept anonymous complaints.

Generally, a complaint will not be accepted unless you provide all the information requested including documentation in support of the complaint.

The AICSA will acknowledge your written complaint and advise you of further procedures.

Your complaint form and attachments will be sent to the Member for comment. If you submit a complaint and you withdraw it before it is submitted to the Member, the Member will not be notified.

The time taken to investigate a complaint varies from case to case and will depend on a number of factors.

You will be notified in writing of the outcome of your complaint.

If you require further information on the complaints process please refer to our website: **www.aicsa.com.au**

Please forward the completed Complaint Form to: assist@aicsa.com.au

This form is used to make a complaint about a member of AICSA. All details muct be completed.

1 WHO IS THE SUBJECT OF THE COMPLAINT

Member's Name			
Name of Member's Firm (if applicable)			
Address of Member's Firm/Business			
Suburb		Postcode	
Member's Email			
Telephone		Mobile	

2 COMPLAINANT(S) DETAILS (YOUR DETAILS)

Name			
Name of Firm (if applicable)			
Address			
Suburb		Postcode	
Email			
Telephone		Mobile	

3 ACTIONS TAKEN BY COMPLAINANT TO RESOLVE THE ISSUE

Have you taken any action to resolve the issue prior to lodging this form?

YES ☐ NO ☐

If you have indicated 'Yes' please give a brief summary of the actions.
(You are asked to provide full details about the complaint in the next section).

(If you require extra room please attach additional pages)

4 WHAT IS THE COMPLAINT

Please set out, in chronological order, the circumstances giving rise to the complaint. You should make sure the entire background of the complaint is described as clearly as possible and that evidence is attached where applicable.

(If you require extra room please attach additional pages)

5 LIST OF SUPPORTING EVIDENCE

Please list:

Evidence may include forms, letters, emails and other documents.

6 PRIVACY STATEMENT

In this Privacy Statement, "Personal Information" has the same meaning as in the Privacy Act 1988 (Cwlth). AICSA is committed to protecting the privacy and security of the Personal Information which it holds about you.

The Personal Information you provide us with in this form will be used by AICSA to investigate the complaint and in any disciplinary proceedings. If you do not provide us with this Personal Information, we may not be able to investigate your complaint. AICSA may disclose the Personal Information you provide us to:

- **The Member in question and their representative**
- **The Divisional Board, Professional Conduct and Practice Committee and staff of the AICSA involved in the disciplinary process**

You have the right to access any Personal Information which AICSA holds about you, subject to the exceptions in the Privacy Act 1988 (Cwlth).

You may also request the correction of information which is inaccurate.

7 CONSENT

1. I/we understand that AICSA will forward a copy of this complaint and attachment(s) and may forward any further correspondence submitted during the course of the investigation, to the member, even if the complaint is deemed unviable.
2. I/we understand that AICSA may, for the purpose of investigating this complaint or for audit or quality assurance reviews, have access to any of my/our files or records held by the Member and I/we will execute any other authority or request for information necessary for AICSA to obtain relevant information and provide any further information within my/our power necessary for AICSA's disciplinary process in respect of thiscomplaint.
3. I/we have read and consent to AICSA's collection, use and disclosure of the information supplied in this form (see Privacy Statement above).
4. I/we understand that once a complaint is made and not withstanding that the complainant withdraws the complaint, AICSA may act on its own accord in assembling evidence or laying the complaint. AICSA may continue to investigate a complaint if there is sufficient evidence available, without the complainant's participation.
5. If applicable, "I/we hereby authorise the following person to act on my/our behalf."

Name

Address

Suburb | State | Postcode

Email

Telephone | Mobile

Agent's Signature

Date / /

8 COMPLAINANT'S SIGNATURE

Complainant's Signature

Date / /

(all relevant parties to sign)

9 PLEASE SUBMIT YOUR FORM TO:

The Chief Executive
AICSA
Level 3, 255 Pulteney Street
Adelaide SA 5000
Email: assist@aicsa.com.au