



Institute of Plumbing  
South Africa



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## Annex E

# Policy & procedure for property owner complaints

### Policy

1. IOP(SA) has one standard that applies to members and non-members and separate procedures.
2. As an IOP(SA) member a Code of Conduct has been signed and the expectations from a member are that much more defined and that in the event of the member failing to adhere to protocol and non-compliance of standards this places the member in a position that if allegations are found to be correct and that the member fails to rectify, that once a report and findings are completed that the regional committee can call for a disciplinary hearing and can based on the outcome suspend the member.
3. Should a contractor advertise they are an IOPSA members, but are not paid up or have resigned then the contractor and consumer must be advised of the misleading advertising and that in terms of the Consumer Protection Act he/she has contravened the Act, and that both IOP(SA) and the consumer can take legal action for misrepresentation.
4. If IOP(SA) is brought in to resolve a dispute between a member and the consumer it must be made clear to both parties in that IOP(SA) will deal with the facts as presented and will not show favour to a member if the member is found to have contravened the IOP(SA) Code of Conduct or non-compliance to standards or manufacturers specifications.
5. IOP(SA) cannot get involved with financial or legal disputes and should be referred to the Consumer commission. IOP(SA) will abide by the consumer commission ruling and follow the necessary disciplinary action if a member is at fault.
6. IOP(SA) committee members must provide factual reporting and feedback and cannot act on a verbal instruction or complaint. If a member spreads discontent within the ranks of IOP(SA) due to non-factual information that member will be disciplined as per the IOPSA disciplinary procedure.
7. IOP(SA) will at all times be transparent and give no cause to bring IOP(SA) and what we stand for into disrepute.
8. In the event of a conflict of interests from an IOP(SA) representative, that has been involved in the project under scrutiny, then that representative must withdraw and hand the complaint over to another committee member to carry out the inspection.
9. In the event that a member has for whatever reason contravened the Code of Conduct or has not abided by the relevant standards that once confirmation and all facts are clear, the Executive Committee must follow the disciplinary procedure as stated in the constitution clause 16.
10. A written report and ruling must be compiled by regional committee for every complaint processed.
11. If a complaint cannot be resolved by the regional committee, it will revert back to the IOP(SA) National technical representative for a ruling.



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## **Member Procedure**

1. All complaints to be centralised and managed through a helpdesk complaints platform through the national office.
2. First action is to confirm that the contractor is a member and in good standing with IOP(SA).
3. A compliant form is to be sent out to the complainant with the instruction that it must be fully completed with all supporting documentation submitted.
4. Once complaint form has been received from consumer and fully completed, the complaint is allocated to the respective regional chairman to process.
5. The chairman is to assess the complaint and send to member for an official response.
6. After assessment from chairman and member response has been received an inspection at the complainant's property can be carried out and a ruling given if required.
7. Site inspections or meetings where both parties agree to meet in order to find a way forward must at all times be conducted in a professional manner, and as a rule of thumb a voice recorder be used to record the meeting, this will provide clear documentation of the meeting and will in most instances keep a check on the tone of the meeting.
8. This ruling and written report must be given to the national administrator to close complaint and give formal feedback to member and complainant.
9. Acceptable timing to resolve a complaint from receiving to ruling and feedback must not be longer than two weeks.

## **Non - Member Procedure**

1. All complaints to be centralised and managed through a helpdesk complaints platform through the national office.
2. Confirmation required that the complaint is against an IOP(SA) non-member.
3. A compliant form is to be sent out to the complainant with the instruction that it must be fully completed with all supporting documentation submitted.
4. Once complaint form has been received from the complainant and fully completed, the complaint is allocated to the respective IOP(SA) technical representative.
5. The technical representative is to assess the complaint and issue a quotation to cover the costs of dealing with the complaint.
6. Following the process of the complaint can only be carried out once the quote has been accepted and monies paid to IOP(SA).
7. The technical representative is to give the non-member an opportunity to respond.
8. After assessment from the technical representative and member response has been received an inspection at the complainant's property can be carried out and an inspection report.
9. The complainant must be informed upfront that the inspection/investigation will only be to verify compliance to mandatory standards, regulations and laws, and to issue a report.
10. As the technical representative and dealing with a non-member encourage the contractor to become an IOP(SA) member and register with PIRB, in order to be brought up to speed with regards to developments in our industry and the value that IOP(SA) adds to the contractor.
11. This ruling and written report must be given to the national complaints administrator to close complaint and give formal feedback to member and complainant.
12. Acceptable timing to resolve a complaint from receiving to ruling and feedback must not be longer than two weeks.

### **13. Non-member technical inspection costing & breakdown**

- A minimum fee of R2500 (2016) will be charged for a basic residential inspection report

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Member: [www.iopsa.org](http://www.iopsa.org) Consumer: [www.iopsa.org.za](http://www.iopsa.org.za)



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- National office will receive 36% of fee for management and administration
- Regional office will receive 20% of fee for administration (regional office to submit invoice and supply completed complaints form and inspection report to be paid for inspection)
- Regional Inspector fee will be 44% of total fee not more than R 1100.00 (inspections to be rotated by committee members – (licensed plumbers only) Regional inspector to invoice regional office for inspection fee to be paid.
- **Complicated technical inspections will be quoted on only after a site inspection**
- Travel will be calculated R 4.75 per km outside of a 20km radius.