

# Complaints procedure

Clients of Certified Body Condition Score Assessors are encouraged to first attempt resolution of any complaints directly with the Certified Assessor providing the service and his or her company of employment.

The purpose of the Body Condition Score Assessor Certification Programme complaints procedure is to handle disputes between clients and Certified Body Condition Score Assessors related to alleged breaches in professional practice within the scope of the Programme.

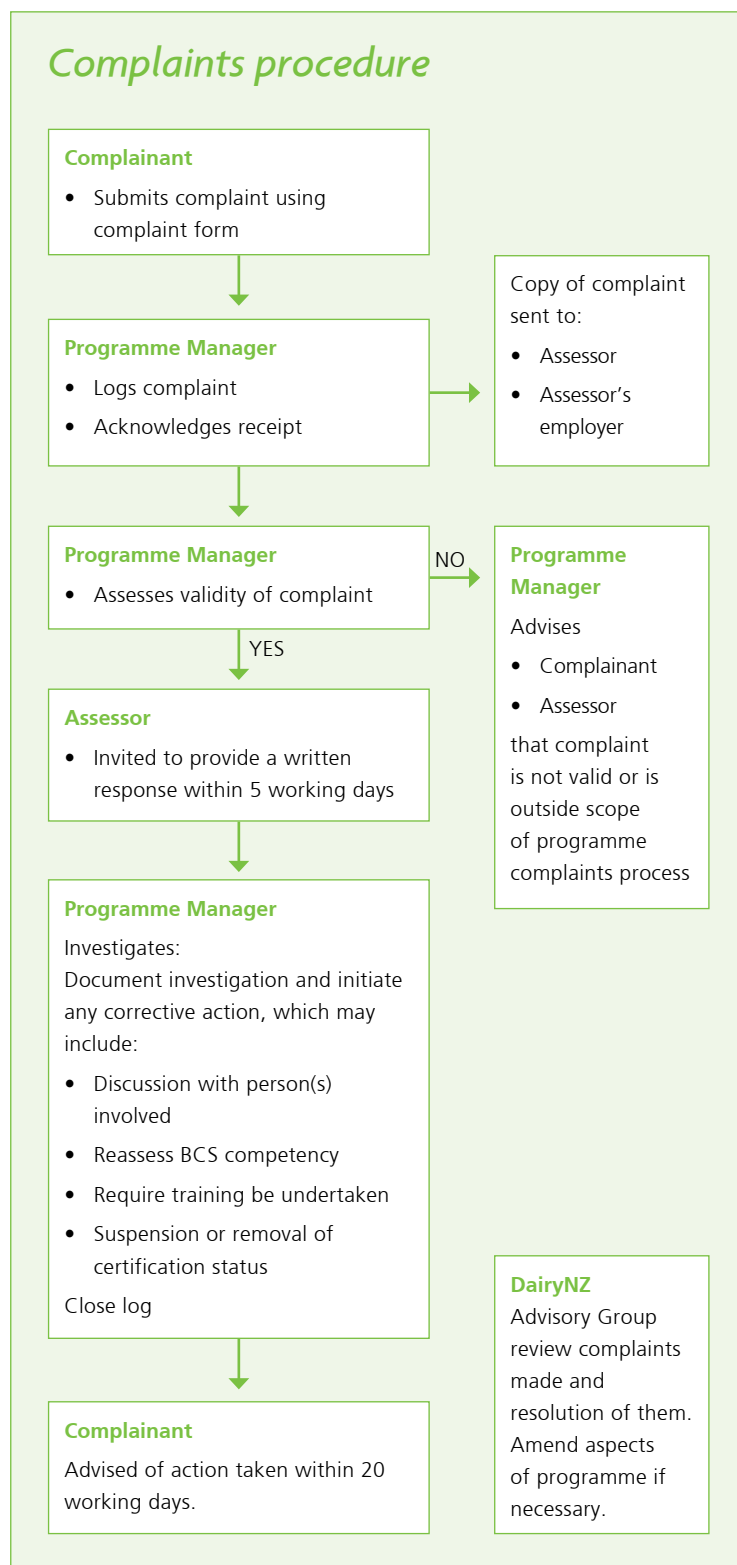
The intention is to minimise client dissatisfaction. Complaints covered by this procedure may include, but are not limited to, a Certified Assessor:

- not visiting a farm when scheduled to do so;
- not spending sufficient time on a farm to collect the correct data;
- entering wrong information into the data capture system;
- inappropriate movement between or handling of animals;
- not providing the farmer with a written report of Results containing the minimum information prescribed under the Programme;
- not providing the farmer with Results containing the minimum information prescribed under the Programme within the required timeframe
- obtaining Body Condition Score Assessor Certification by improper means; or
- bringing the Body Condition Score Assessor Certification Programme into disrepute;
- not complying with health and safety requirements as advised by the client.

Addressing complaints relating to the assessed Body Condition Score (BCS) through independent re-scoring is not provided for within the Body Condition Score Assessor Certification Programme.

The extent of censure under the Programme complaints procedure is limited to requirements for a Certified Assessor to be re-assessed, undertake further training, or the termination of Certified Assessor status.

The process is summarised in the following diagram:



## Explanatory notes

### Note that:

- Correspondence received from complainants will be acknowledged and the complainant advised whether the nature of the complaint is assessed as being within the scope of the BCS Assessor Certification Programme, or considered to be more appropriately directed to a Professional Body of which the Certified BCS Assessor is a registered member.
- Once a complaint is accepted by the Certification Programme Manager (CPM) as within the scope of the BCS Assessor Certification Programme all communication between the Certified BCS Assessor and complainant must be directed through the CPM.
- A copy of all correspondence shall be provided to the Certified BCS Assessor to which the complaint refers and their employer. Written acknowledgement of receipt of the correspondence by the Certified BCS Assessor shall be required within three working days and a written response provided within five working days. Lack of response within these timeframes shall be taken as agreement with the details provided by the complainant.
- A complainant may request their name and specific details are withheld to provide confidentiality. The CPM, in its sole discretion, shall determine whether a complaint will be pursued under the Programme processes, given the confidentiality request, and advise the complainant accordingly.
- Within 20 working days of acknowledgement of receipt, the complainant shall be advised of the CPM decision or, if further investigation is required, be provided with an update at that time and monthly thereafter until a decision is made.
- At the discretion of the CPM, the certification status of a Certified BCS Assessor may be suspended pending a decision.
- Should the complaint be upheld a Certified BCS Assessor may be offered the opportunity to correct the complaint and/or system leading to it. However, if the complaint is deemed to be of sufficient significance (as determined by the CPM in its sole discretion), or is the second valid complaint against a Certified BCS Assessor within one year, the CPM may terminate the certification status of the Certified BCS Assessor.
- Where certification status is terminated as a result of one or more complaints, reapplication for certification status may be sought but that shall not be granted unless sufficient evidence satisfactory to the CPM (in its sole discretion) is provided that the applicant has in place processes to rectify the deficiency and has undergone and passed all BCS calibration assessment requirements.
- Termination of certification status on two occasions within a four year timeframe shall prevent the individual regaining certification status for a period of two years.
- Neither investigation of a complaint, nor the outcome of that investigation, infers liability for damage or loss by the complainant on the CPM, DairyNZ, the Programme Advisory Group, nor the Certified BCS Assessor or their employer to which the complaint refers.
- The CPM shall seek further information from any source as required.