

COMPLAINTS PROCESS FOR THE BUILT ENVIRONMENT

The Council for the Built Environment (CBE) is a Schedule 3A Public Entity under the Department of Public Works and Infrastructure, established for the purpose of regulating the Built Environment sector and exercising oversight on the Councils for the Built Environment Professions (CBEP)¹. The CBE has a Complaints Management Process (or commonly an Appeals Process) to handle complaints in order to improve its service and ensure customer satisfaction. Section 21 of the Council for the Built Environment Act mandates the CBE to perform this function in order to protect the interest of the public in all matters related to the Built Environment.

Complaints (or commonly appeals) submitted to CBE may fall into any of these three types:

1. Any member of the public whose interests and rights are affected by the decision made by any of CBEP
2. A person whose registration has been declined, cancelled or not renewed by the CBEP
3. A registered person, found guilty of improper conduct by a CBEP, who is aggrieved by this decision

Figure 1 below illustrates the types of complaints.

The CBE must, upon receiving a complaint (or appeal), appoint an Appeal Committee to conduct and complete the hearing within sixty days from the date it was lodged. Figure 2, which outlines the CBE's Complaint Process, seeks to:

- Ensure that you understand the CBE's complaint processes and time frames
- Ensure an effective, fair and speedy resolution of all complaints, and that they are properly administered and controlled
- Ensure that the CBE complies with applicable legislation in addressing the complaint

The CBE encourages open and honest communication in taking steps to improve the customer experience of the Complaints Process. Using this process helps in maintaining high standards of integrity, professionalism and ethical behaviour in dealings with all parties involved in the complaint. In the event of a complaint, you may easily download the Appeal Form on the CBE website: www.cbe.org.za or contact meltonia@cbe.org.za.

¹ The six Councils for the Built Environment Professions are: Architecture, Landscape Architecture, Engineering, Property Valuers, Construction Management Professions, Quantity Surveying.

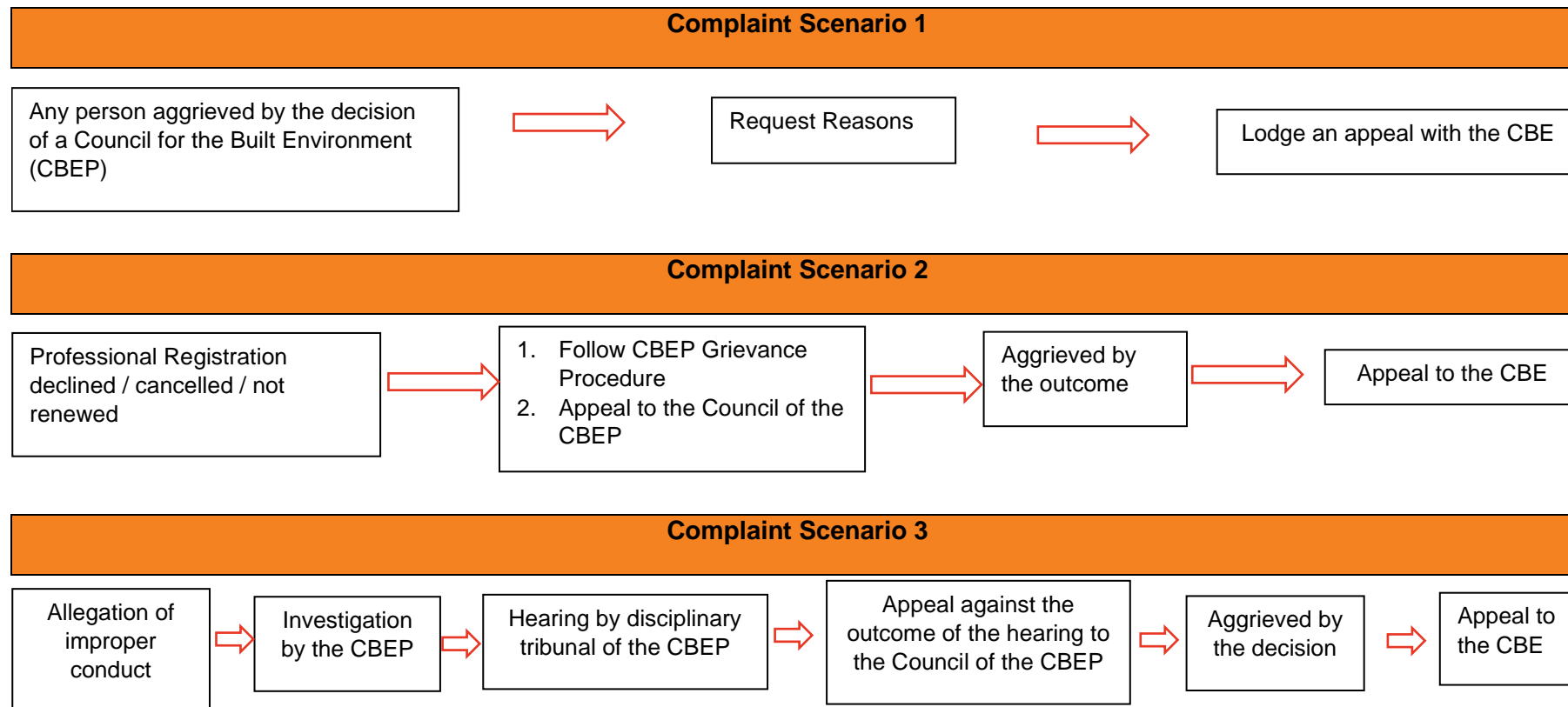


Figure 1: Types of Complaints

Once the CBE receives the Appeal, the following process is put into motion:

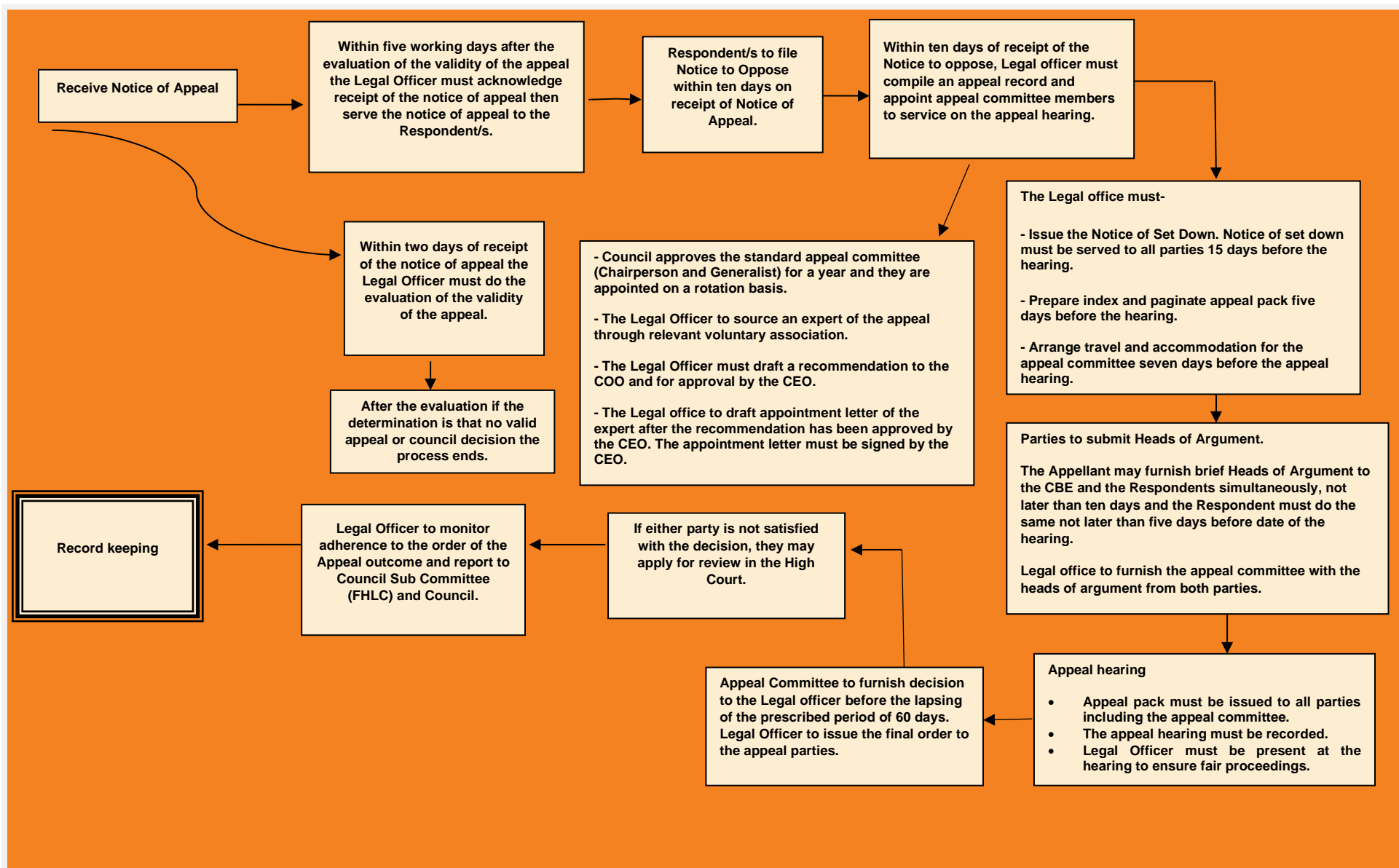


Figure 2: The Complaints Process