

ITC-SA Complaints Procedure

Any complaint against any current accredited member of the Institute for Timber Construction South Africa in possession of a current Certificate of Competence must comply with the requirements for the complaint to be formal as set out below;

1. Complete the ITC-SA Complaints Affidavit
2. Have ITC-SA Complaints Affidavit commissioned at SAPS
3. Prepare supporting documents related to the specific complaint;
 - a. All relevant parties contact numbers
 - b. All relevant parties role in terms of complaint
 - c. Photos
 - d. Inspection report
 - e. Witness statements (to be done on ITC-SA Complaints Affidavit)
 - f. Expert Statements (to be done on ITC-SA Complaints Affidavit)
 - g. Design Documents
 - h. Quotes
 - i. Contract
 - j. Structural Certificate
4. Submit all documents to ITC-SA
5. Confirm telephonically that the ITC-SA are in receipt of the same

Note:

The ITC-SA will not entertain any complaints that do not comply with the requirements as set out above. Also the ITC-SA has no mandate in dealing with complaints against entities not affiliated to and or accredited members of the ITC-SA. The ITC-SA does not entertain complaints of a Commercial, Civil and or Contractual nature e.g. service delay due to payment issues etc.

SANS10400-A - (Appointment of person responsible for design, inspection, completion)

The structural system of the building is to be submitted to the Local Authority, the owner of any building shall, appoint and retain any person who is a professional engineer or other approved competent person to undertake responsibility for each such design, and also for inspection, during construction, of such structural system.