



Department of **Planning, Lands and Heritage**  
Department of **Fire and Emergency Services**  
Department of **Energy, Mines, Industry Regulation and Safety**



# Joint Agency Statement

## **Complaints process – Bushfire Attack Level Assessors or Bushfire Planning Practitioners**

December 2024

## Joint Agency Statement

### Complaints process - Bushfire Attack Level Assessors or Bushfire Planning Practitioners

December 2024

This statement provides information on where and how to lodge a complaint involving a Bushfire Attack Level (BAL) Assessor or Bushfire Planning Practitioner and the expected process once a complaint has been lodged.

#### When to lodge a complaint

If you have engaged the services of, or received documentation for assessment from a BAL Assessor or Bushfire Planning Practitioner and you are concerned about the accuracy of a bushfire assessment or a substandard report/misrepresentation, you should contact the BAL Assessor or Bushfire Planning Practitioner to attempt to resolve the issue. If a satisfactory resolution cannot be reached, you may wish to progress the complaint as detailed below.

#### Lodging a complaint against an accredited assessor or practitioner

Accreditation is a formal acknowledgement that a BAL Assessor or Bushfire Planning Practitioner has met the conditions under the Bushfire Accreditation Framework. The Fire Protection Association Australia (FPA Australia) is recognised by the State Government as an accrediting body and is responsible for the accreditation of BAL Assessors or Bushfire Planning Practitioners in Western Australia in accordance with the requirements of the Bushfire Accreditation Framework [here](#)

You can check if a BAL Assessor or Bushfire Planning Practitioner is accredited by viewing the FPA Australia Bushfire Planning And Design (BPAD) accredited practitioner on-line register at [live register](#) or calling FPA Australia on 03 8892 3131.

Complaints against an accredited Level 1 BAL Assessor or Level 2 or 3 Bushfire Planning Practitioner, should be directed to FPA Australia when:

- a substandard BAL assessment or Bushfire Management Plan (BMP) has been prepared by an accredited BAL Assessor or Bushfire Planning Practitioner
- you consider that an accredited BAL Assessor or Bushfire Planning Practitioner has engaged in questionable, unethical or unprofessional conduct which may result in a substandard outcome (for example, the BAL rating for a subject site has been achieved by deliberately changing inputs to obtain a more favourable outcome for their client)
- you consider an accredited BAL Assessor or Bushfire Planning Practitioner has prepared or authorised work that is outside of their accreditation level.

#### Lodging a complaint with FPA Australia

FPA Australia has an online complaints form which can be found [here](#). Alternatively, you can contact FPA Australia by emailing [fpaa@fpaa.com.au](mailto:fpaa@fpaa.com.au) or call 03 8892 3131.

#### The process after a complaint is lodged with FPA Australia

All complaints to FPA Australia will be considered confidentially and fully investigated. Disciplinary action may be taken against an accredited BAL Assessor/Bushfire Planning Practitioner if they are found to be in breach of the Code of Conduct or any requirements of the Western Australian Accreditation Scheme. FPA Australia's complaints handling policy and disciplinary framework can be found [here](#)

If your complaint involves misrepresentation/s or a failure to provide a service, you may also have rights under the Australian Consumer Law (ACL) and you may wish to refer the matter to the Department of Energy, Mines, Industry Regulation and Safety - Consumer Protection division (Consumer Protection), which regulates the ACL. Please visit Consumer Protection's [website](#) for more information or call 1300 30 40 54.

#### What if the BAL Assessor or Bushfire Planning Practitioner is not accredited

FPA Australia can only investigate complaints against accredited BAL Assessors or Bushfire Planning Practitioners. If the BAL Assessor/Bushfire Planning Practitioner is not accredited with FPA Australia in Western Australia, under certain circumstances, Consumer Protection may be the appropriate body to deal with the complaint/s. If your complaint involves a business failing to provide a service or failing to comply with certain consumer guarantees, you may have rights under the ACL. Please visit Consumer Protection's [website](#) for more information or call 1300 30 40 54.

#### What if the complaint is against a licensed real estate agent or sales representative

If your complaint involves a representation made by a licensed real estate agent or sales representative, Consumer Protection may investigate the matter for potential breaches of the relevant real estate legislation. Please visit Consumer Protection's [website](#) for more information or call 1300 30 40 54.

## Joint Agency Statement Complaints process - Bushfire Attack Level Assessors or Bushfire Planning Practitioners

December 2024

### Other avenues to lodge a complaint against an accredited Assessor or Practitioner

If you have reported the complaint to FPA Australia and following their investigation, you are concerned about the process undertaken, you may wish to inform the WA Bushfire Accreditation Steering Committee (the Committee).

The Committee oversees the accreditation system and the Bushfire Accreditation Framework in Western Australia. The Committee comprises representatives from the Department of Planning, Lands and Heritage, the Department of Fire and Emergency Services, and the Department of Energy, Mines, Industry Regulation and Safety (Building and Energy Division).

Complaints to the Committee Chairperson should be lodged in writing and emailed to [bushfire@dplh.wa.gov.au](mailto:bushfire@dplh.wa.gov.au), attention of the WA Bushfire Accreditation Steering Committee Chairperson.

The email should include your contact details, an outline of the complaint and the reasons the complaint is being referred to the Committee.

### Are you a planning or building decision-maker (e.g. local government)?

The information contained in this statement applies only to BAL assessments and BMPs submitted as part of a development application. For BAL assessments and reports submitted as part of a building permit application, decision makers need to be mindful of confidentiality provisions in the *Building Act 2011*. Please contact the Department of Energy, Mines, Industry Regulation and Safety (Building and Energy division) on 1300 489 099 for further information.

It should be noted that the Building and Energy division can only accept complaints against registered practitioners or contractors (currently only Building Surveyors, Building Engineers and Builders). BAL Assessors do not fall under the jurisdiction of the Building and Energy Division.

Information about how to lodge a complaint can be found [here](#)

If you have concerns about the quality of a submitted BAL assessment/BMP or consider a report to be substandard or a misrepresentation, you should contact the BAL Assessor/ Bushfire Planning Practitioner to attempt to resolve the issue. If a satisfactory resolution cannot be reached, you may wish to progress the complaint as detailed above.