

PSMA Ethics Complaint Procedures

The PSMA Board of Directors has adopted a procedure to implement when allegations are received about a PSMA Certified inspector's performance or conclusions. "We want to assure both impartiality and confidentiality for parties who are the subject of complaints," commented President Bruce Fox. "Likewise, we want to assure that any conclusions reached are fact-based and bereft of partiality," he concluded.

When a complaint is received, the President appoints a three member Ethics Committee. Committee members are selected from the PSMA Board of Directors. The selection process assures that committee members are not working in the market place/geographic area where the complaint is located.

Complaint Procedure:

1. Complaints concerning any PSMA certified inspector will be forwarded to the Ethics Committee for evaluation. Such complaints will be treated as confidential, and no information regarding same will be provided to any person except to the extent necessary to implement this procedure.
2. The Ethics Committee will forward to the Complainant a copy of the PSMA Complaint form, requiring the form to be completed and signed by the Complainant before any further action on the Complaint is taken.
3. Files dealing with Complaints will be segregated from other PSMA files, and secured in such way that access is limited to the Ethics Committee members, or those acting pursuant to their direction.
4. A copy of the completed Complaint form will be provided to the person who is the subject of the Complaint, and that person will be invited to file a response to the Complaint's allegations.
5. After receiving the Complaint and the response, if any, the Ethics Committee will determine whether further investigation is warranted. Such further investigation could involve interviews with the persons involved, a site visit, or obtaining and reviewing additional documents.
6. After completion of the investigation, the Ethics Committee will prepare its findings. A copy of the findings shall be sent to the inspector involved who will be given an opportunity to respond to the findings. Upon receipt of the response or thirty days following receipt of the findings by the inspector, the Ethics Committee shall consider the response, if any,, to the findings and adopt a final set of findings and a recommended course of action which shall be submitted to the Board of Directors.
7. The Board, in closed session, will review and consider the findings and recommendations of the Ethics Committee and will take whatever action it deems appropriate. This action could involve a suspension or revocation of the inspector's certification, or it could involve other remedial actions.
8. Throughout the deliberations of the Ethics Committee and the Board, it will be presumed that the PSMA inspector involved acted appropriately unless reliable and convincing evidence to the contrary has been developed.
9. The Board will communicate its findings and any action it decides to take to the inspector involved. If the Board elects to publish a summary of the action for the benefit of its members, the identity of the persons involved will not be disclosed in any such summary.
10. Board Members, Staff Ethics Committee Members, and all those who have access to information involving the Complaint will keep the identity of the parties involved confidential and not reveal any information concerning the proceedings to any other person unless required by law to do so.