

## What PRISM can investigate

The complaints process exists to investigate and determine complaints of misconduct against PRISM members or their Employees.

## Who is covered by the PRISM conduct process?

PRISM members and employees of PRISM members are covered. PRISM has both members that act as employers and members in practice that provide services directly to the public and businesses.

Details of PRISM members are detailed on the PRISM website.

[www.prism.contractors/membership/current-members](http://www.prism.contractors/membership/current-members)

## Complaints of misconduct

If you feel that you have experienced unprofessional behaviour on the part of your PRISM Member then PRISM can investigate this. See “how to make a complaint” for full details of the process and what will be expected of you as the complainant.

Complaints can only be investigated if you are able to provide relevant evidence to support a complaint. For more information see our page on guidance on supporting evidence and examples of typical evidence.

## Customer or client disputes

The complaint process is not applicable to customer disputes over fees or services. PRISM does not resolve disputes and cannot compel PRISM members to give any kind of redress. It is PRISM’s role to maintain public confidence in its members by upholding the highest standards of professional behaviour and taking action when standards of professional behaviour are not met.

If you have a dispute with your PRISM member or are dissatisfied with their service you should first seek to address this through the firm’s or individual’s complaints handling process. Information on how to access this should be in your letter of engagement or contract of employment.

If the complaints handling process does not resolve your issue you may wish to try alternative dispute resolution (ADR).

If ADR does not work, you may wish to pursue your matter through the small claims court or other legal channels.