

Public Valuation Complaints Handling Procedure

Should a member of the public wish to make a complaint against a BVC member, the following are the guidelines:

1. The Complaint must be lodged within 180 days of the event
2. To be submitted in writing to the secretary of BEAVA and duly signed
3. Accompanied by correspondence showing an attempt to resolve the complaint
4. Copied to the President of BEAVA

The secretary sends a copy to the BVC and a copy to the BVC member within 10 days

The secretary serves notice on the BVC member with the date, time & place of hearing

The member has 14 days to file a defence in writing

The member may be represented at the hearing by another member or attorney-at-law

If the member is also a member of the Valuers Council Committee, the Council shall set up a disciplinary ethics committee

If the member fails to file a defence or fails to appear before the committee such conduct shall be considered an admission of the complaint

After hearing the arguments the committee shall decide by a majority vote whether or not the member is guilty

Within 10 days the committee may decide to:
reprimand the member / fine the member / suspend the member / expel the member
invite the member to resign / or such other order as considered appropriate and shall
communicate to the member within 30 days

The member may appeal within 14 days

Appeal to be heard by members of the Committee of Management other those who were on the disciplinary committee

The Committee of Management may:
reverse the decision / ratify the decision / modify the decision