



DEPARTMENT OF PLANNING, INDUSTRY AND ENVIRONMENT

Accredited Assessors Complaint and Feedback Form

Biodiversity Assessment Method

The Department of Planning, Industry and Environment take complaints and feedback regarding quality of work and conduct of assessors seriously. Complaints and feedback are managed in accordance with the Biodiversity Assessment Method Complaints and Feedback Management Policy which can be found on our website.

We recommend before lodging a complaint to read the BAM Complaints and Feedback Management Policy to understand what complaints and feedback can be investigated and managed using this process.

People lodging a complaint or providing feedback must keep the following in mind when making a complaint to:

- provide complete and factually correct information
- write complaints in a polite and respectful manner
- not include false or misleading information
- not lodge frivolous, vexatious or malicious complaints.

Once you have completed this form please email it to BAM_accreditation@environment.nsw.gov.au

Postal submissions can be accepted please address the form to:

CONFIDENTIAL
Director Biodiversity Offsets Scheme
Locked Bag 5022, Parramatta NSW 2124

Part 1: Complainant's details

Full name	
Email	
Contact number	
Address	
Signature	
Date	

Part 2: Complaint and feedback details

Accredited Assessor's full name	
Company (if applicable)	
Project name (if applicable)	
Nature of the complaint	
What is your role in the complaint	Choose an item
Please specify your role	

Part 3: Details of complaint and feedback

A complaint/feedback should only relate to an assessor's work and behaviour in implementing the Biodiversity Assessment Method or their role in applying the BOS since its commencement in August 2017. It does not address broader environmental assessment.

Part 4: What previous steps have you taken to resolve this issue?

We encourage all parties involved to resolve any issues associated with an individual assessment in the first instance.

For example, if your feedback is about the content of a BDAR did you provide the assessor with a review and provide them with the opportunity to address your comments. Do you have any written correspondence or reports to demonstrate remaining the issues?

Part 5: Requested outcomes from the complaint

Note: Any decisions and outcomes on an assessor's accreditation status will be managed in line with Biodiversity Assessment Method Complaints and Feedback Management Policy.