

	COMPLAINT MANAGEMENT PROCESS COMPLAINT - Complaint Checklist	Document No.	ETHICS (C.LIST/COMPLAINT)
		Version	0
		Date	01.04.2023

**LEMBAGA JURUUKUR BAHAN MALAYSIA (LJBM)
PROSES PENGURUSAN ADUAN RASMI**

A. MAKLUMAT PENTING UNTUK PENGADU

1. Pengemukakan borang aduan rasmi secara '**FIZIKAL**' adalah keperluan **MANDATORI**. Borang aduan rasmi boleh dimuat turun melalui laman sesawang LJBM. Pautan laman adalah seperti berikut: www.bqsm.gov.my.
2. Hanya borang aduan rasmi yang **LENGGAP** akan diproses.
3. Sila ambil maklum bahawa semua aduan yang diterima akan dibentangkan pada Mesyuarat Jawatankuasa (JK) Tatasusila untuk semakan dan penelitian sebelum dibentangkan di Mesyuarat Lembaga untuk keputusan rasmi dan maklumbalas selanjutnya. Borang aduan rasmi yang diterima selepas tarikh Mesyuarat JK Tatasusila hanya akan dibentangkan dalam Mesyuarat Lembaga yang seterusnya.
4. Dokumen sokongan aduan perlu dilengkapkan serta dikemukakan ke pejabat LJBM berdasarkan senarai semakan aduan yang telah ditetapkan.

B. SENARAI SEMAKAN ADUAN

NO	PERKARA	TINDAKAN (✓)									
1	Menyediakan dokumen-dokumen untuk tindakan lanjut seperti berikut : <table border="1" data-bbox="255 963 1244 1142"> <thead> <tr> <th>No</th> <th>Dokumen</th> <th>Kemuka ke pejabat LJBM</th> </tr> </thead> <tbody> <tr> <td>(i)</td> <td>Borang aduan rasmi LJBM</td> <td align="center"><input type="checkbox"/></td> </tr> <tr> <td>(ii)</td> <td>Dokumen sokongan aduan</td> <td align="center"><input type="checkbox"/></td> </tr> </tbody> </table>	No	Dokumen	Kemuka ke pejabat LJBM	(i)	Borang aduan rasmi LJBM	<input type="checkbox"/>	(ii)	Dokumen sokongan aduan	<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
No	Dokumen	Kemuka ke pejabat LJBM									
(i)	Borang aduan rasmi LJBM	<input type="checkbox"/>									
(ii)	Dokumen sokongan aduan	<input type="checkbox"/>									

Untuk maklumat lanjut, sila hubungi Sekretariat Pendaftaran Aduan di talian : 03-26107803 atau e-mail : Encik Razif Mohamed (razif@bqsm.gov.my) atau Puan Nur Afza Aziz (afza@bqsm.gov.my).



COMPLAINT MANAGEMENT PROCESS

COMPLAINT - Complaint Form

Document No.

ETHICS
(FORM/COMPLAINT)

Version

0

Date

01.04.2023



LEMBAGA JURUUKUR BAHAN MALAYSIA
(Board Of Quantity Surveyors Malaysia)

COMPLAINT FORM

Details of Complainant

1. Name :

2. Designation :

3. Address :

.....

.....

4. Contact Details :

5. Representing :

Details of Respondent

1. Name of Consultant Quantity Surveyor Practise / :
Registered Quantity Surveyor

2. Designation :

3. Address :

.....

.....

4. Contact Details :

Project Details

1. Project Title :

.....

.....

2. Project Location / Address :

.....

.....



**COMPLAINT MANAGEMENT
PROCESS**
COMPLAINT - Complaint Form

Document No.	ETHICS (FORM/COMPLAINT)
Version	0
Date	01.04.2023

The Complaint

1.
.....
.....
.....
.....
2.
.....
.....
.....
.....
3.
.....
.....
.....
.....

(Use separate sheet if space provided is insufficient)

Evidence
(to support the complaint)

1.
.....
.....
.....
.....
2.
.....
.....
.....
.....
3.
.....
.....
.....
.....

(Use separate sheet if space provided is insufficient)



COMPLAINT MANAGEMENT PROCESS

COMPLAINT - Complaint Form

Document No.

ETHICS
(FORM/COMPLAINT)

Version

0

Date

01.04.2023

Provision in QS Act & QS Rules

(Please Tick the relevant provision according to complaint)

Quantity Surveyors (ACT 487)

(As at 1 March 2016)

15. (1) (a) If he is convicted of any offence involving fraud or dishonesty or moral turpitude in Malaysia or elsewhere;
15. (1) (b) If he offers or accepts any commission which in the opinion of the Disciplinary Committee is an illicit commission;
15. (1) (c) If whilst acting in his professional capacity, he at the same time without disclosing the fact in writing to his client, is a sole proprietor, partner, director or member of or substantial shareholder in or agent for any contracting or manufacturing company or firm or business or has any financial interest in such company or firm or business, with which he deals on behalf of his client;
15. (1) (d) If his registration under this Act has been obtained by fraud or misrepresentation;
15. (1) (e) If his qualification under section 10 has been withdrawn or cancelled by the Authority through which it was acquired or by which it was awarded;
15. (1) (f) If he is found to be of unsound mind;
15. (1) (fa) If he is found to be incapable or no longer able to perform his professional duties effectively;
15. (1) (fb) If he becomes a bankrupt;
15. (1) (g) If he is found by the Disciplinary Committee to have contravened or failed to comply with any of the provisions of this Act or of any rules made thereunder;
15. (1) (h) If he fails to observe any conditions or restrictions subject to which he is registered;
15. (1) (i) If he is found guilty by the Disciplinary Committee of any act or conduct which in the opinion of the Disciplinary Committee is infamous or disgraceful;
15. (1) (j) If he procures, or assists in procuring, or is knowingly a party to procuring, by fraud or misrepresentation, the approval of the Board for a permit to practise as a Consulting Quantity Surveying Practice;
15. (1) (k) If he conceals or assists in concealing from the Board the existence of any facts or circumstances which, if known, would entitle the Board to withdraw the approval granted under subsection 7A(3) or section 7B from any firm in which he is the sole proprietor or a partner, or body corporate in which he is a director or stakeholder.
15. (1) (l) If he contravenes, or fails to perform, or assist in the contravention of, or is knowingly a party to the contravention of or failure to perform, conditions or restrictions imposed by the Board when granting approval to a firm or a body corporate as a Consulting Quantity Surveying Practice under section 7A or 7B;
15. (1) (m) If he causes or permits or suffers any firm in which he is the sole proprietor or a partner, or body corporate in which he is a director or shareholder, to practice as a Consulting Quantity Surveying Practice prior to the approval of the Board being obtained;
15. (1) (n) If he causes or permits or suffers any firm in which he is the sole proprietor or a partner, or body corporate in which he is a director or shareholder, to continue to practise quantity surveying after the Board has suspended or cancelled its permit to practise under paragraph 7A(5)(cc) or (dd), respectively; or
15. (1) (o) If he fails to discharge his professional duties with due skill, care and diligence.



COMPLAINT MANAGEMENT PROCESS

COMPLAINT - Complaint Form

Document No.

ETHICS (FORM/COMPLAINT)

Version

0

Date

01.04.2023

Provision in QS Act & QS Rules (Cont.)

(Please Tick the relevant provision according to complaint)

Quantity Surveyors (Amendment) Rules 2016

- 26. (1) A registered Quantity Surveyor shall at all times uphold the dignity, standing and reputation of the quantity surveying profession.
- 26. (1A) A registered Quantity Surveyor shall at all times exercise the standard of reasonable care, skill and diligence normally expected and accepted by the quantity surveying profession.
- 26. (2) A registered quantity Surveyor shall not conduct himself in such manner or commit any act which in the opinion of the Board is undesirable or disgraceful.
- 26. (3) A registered Quantity Surveyor shall not conduct himself in such manner or commit any act that has or will put the Board in disrepute or by his conduct or act question or injure the integrity or reputation of the Board
- 26. (4) Without prejudice to the generality of this rule, a registred Quantity Surveyor shall in the exercise of his duties observe and be guided by the provisions of the Code of Professional Conduct as set out in these Rules or guidelines as determined by the Board.

Other provision in QS Act and QS Rules (Please state below) :

.....

.....

.....

.....

Declaration

I declare the above information and documents submitted to the Board of Quantity Surveyors Malaysia regarding the complaint are true. If any in this complaint and the supporting documents attached are not true, the Board reserves the right to reject the complaint, and legal action may be imposed on me.

Date :

.....

Signature

NRIC No. :

Please forward your complaint to:

Lembaga Juruukur Bahan Malaysia

17th Floor, Block F, JKR Head Quarters, Jalan Sultan Salahuddin, 50582 Kuala Lumpur.

Tel : 03-2610 7803 Fax : 03-2692 5680 Email : info@bqsm.gov.my