

# ADIPS

*Amusement Device Inspection Procedures Scheme*

# B A C T A

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**Bulletin No 12**

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## **COMPLAINTS PROCEDURE**

### **COMPLAINTS AGAINST INSPECTION BODY**

Initially the complaint should be made to the company/inspection body that carried out the inspection. The company in question has a duty to investigate the complaint thoroughly and take all reasonable steps to any settle the matter amicably. However if this cannot be achieved or if the complaint is not dealt with effectively, then the complainant may pass the matter to BACTA to be dealt with by the Kiddie Ride Sub-Committee. The Kiddie rides ADIPS inspectorate is relatively small and therefore the committee should be able to deal with any complaints efficiently and effectively.

The committee may recommend that a second inspector should carry out a further inspection and the Sub-Committee would then make a case-by-case decision. If this is agreed the party at fault, or in the case of a split decision both party's, must bear proportionately any costs incurred.

This procedure was agreed at a meeting of the BACTA sub committee held on the 20 07 2001.