

BULLETIN

Body Repair Division



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VACC Launches New Tool: Code Infringement Notice for Assessors (CIN)

Dear BRD member,

VACC is experiencing a marked increase in member dissatisfaction with Assessors who are not behaving according to the principles, intent and practices outlined in the Motor Vehicle Insurance & Repairer's Code of Conduct (the Code).

To help address these concerns, and support members in a constructive way, VACC is pleased to launch a support tool to assist repairers in their dealings with insurer assessors and their agents. VACC call this new tool, the Code Infringement Notice (CIN) which can be found by [taking this link](#). There is also a short guide to the Code which the Repairer should read and comply with before handing "CIN" to an Assessor which can be found by [clicking here](#).

It is simple to complete and comes with instructions. It doubles as a Code checklist for Assessors and is aimed firstly at influencing assessors to amend their behaviour based on self-learning and development of the Code.

How to Prepare for its Proper Use:

- Once you print this form keep a blank copy handy at your reception desk
- Read and become familiar with the content of the "Code Infringement Notice" (CIN)

How to behave & use the CIN Notice:

When an infringement occurs complete the following steps:

- Always interact with the Assessor in a calm professional manner seeking mutual respect.
- Complete the attached form (CIN Notice)
- When you do use the form, tick as few or as many misconduct behaviours listed as you believe represents a reasonable and trustworthy account of your experience with the assessor.
- Scan the completed copy of the CIN and send it to jquest@vacc.com.au and to vgibson@vacc.com.au. You can also use your phone to take a photo and send it to VACC or you can fax the notice to 03 9820 3401 By doing so, you will have it registered with your industry representative.
- Remain polite when handing the CIN to the Assessor. You can also email it to them to create an evidence chain.
- If the Assessor refuses to accept the CIN do not be concerned. Tick the additional box provided at the foot of the form showing the Assessor declined to accept the form.
- Remember to send completed copy via email to VACC (jquest@vacc.com.au and to vgibson@vacc.com.au or 03 9820 3401) to register your action.

Members need to understand this:

VACC will not do anything unless requested by you to do so. If however, the volume of CIN's issued & registered with your industry representative is substantial, VACC may call a meeting with insurers and their agencies with the aim to resolve the issue.

The details of the CIN will then become important. VACC will only focus on the patterns of behaviour found to be occurring across all the examples given. In any possible discussions with insurers VACC will not make any reference to the member or the assessor involved. It is the culture VACC want to change.

Remember, by issuing an Assessor with a CIN, o bring to the attention of the Assessor, the nature of their Code misconduct, and are informally requesting them to correct their behaviour through development, not punishment. This informal action helps repairers to comply and act constructively in with Code Clause 1.4 (Informal dispute resolution).

What if the Assessor does not change their ways?

If no observable change in behaviour is forthcoming from the Assessor, a formal dispute path can be followed up with the support of VACC. You would need to contact me to in act the next step or lodge your complaint directly via the Code Administration Committee (CAC) website. Take this link: <http://www.abrcode.com.au/idrLodgement.html>

Links to forms

[Code Infringement Notice](#)

[Code infringement Notice - Repairer Information](#)

Yours faithfully

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VACC

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