

National Home Inspector Certification Council

Overview of Professional Practices

Position:

This committee is a standalone committee whose function is to be independent of, and free from influence by the NHICC Board of Directors. Any decisions, procedures or protocols arrived at as a result of complaint investigations are binding at the sole discretion of this committee. The committee, through the Chair will report complaint status to the NHICC/NCC at regular intervals. These reports to NHICC/NCC are intended for information purposes only and not solicitations for opinions, decisions, approvals, considerations, or involvement in the duties and responsibilities of the PPC.

Note:

For the purposes of this document, any person launching a complaint is identified as Complainant, and any person being the subject of a complaint is identified as Respondent. Any National Home Inspector in the NHICC is identified as Registrant or NHI, and any home inspector not in the NHICC is identified as non-Registrant.

This document is to be considered a living document and will be subject to amendments from time to time as unforeseen situations present themselves.

1. Mandate

The committee's mandate is focused on investigating complaints related to conduct and competence of Registrants and other matters related to professional practices and conduct. This mandate does not include mediation of individual complaints, imposing settlements, or assisting in civil proceedings.

2. Committee Objectives

2.1. Ensure that Registrants in the NHICC meet their professional responsibilities and expediently respond to complaints.

2.2. Investigate complaints regarding the conduct and competence of Registrants.

2.3. Investigate misrepresentations of the National Home Inspectors Certification Council credentials and designations by non-Registrants.

2.4. Provide interpretations and guidelines related to business and professional practices and conduct, based on research and NHI input.

Commentary

The Professional Practices Committee (PPC) also plays a critical part in the NHICC. The PPC handles all complaints of misconduct of a NHICC registrant (member) regarding breaching the Code of Conduct or of breaching proper professional standards. The PPC Tribunal does not deal with professional negligence claims. Such claims are a matter for the courts.

Decision rendered by the PPC can be appealed under specific circumstances. An Appeals Committee shall be a subcommittee of the NHICC Professional Practices Committee or BOD or a combination of the two. Members of this Appeals Committee shall be NHIs and who are not involved in or with the normal functions of complaint reviews and hearings. The Chairperson of the Appeals Committee will be appointed by the NHICC.