

SWIMMING BAY OF PLENTY – COMPLAINTS PROCESS

1. Complaint received

- acknowledge receipt
- initial consideration - does the Board have jurisdiction to investigate, is there a substantive issue at stake (not frivolous or vexatious), is further information required?
- are there opportunities for the complaint to be resolved informally between the parties

2. Accept complaint for formal investigation (or close and advise if not accepted)

- advise complainant of process that will be followed (including timeframe)
- consider information provided and seek additional information if required, assess whether there are parties that need to be heard, consider whether expert opinion is required

3. Prepare preliminary opinion including setting out what, if any, sanction is being considered

- provide draft opinion to party (ies) who may be adversely affected by it and seek final comments (generally within 5 working days)

4. Consider any remaining comments and finalise findings

- advise parties