

## **POLICY MANUAL ITEM COMPLAINTS PROCESS**

(Approved 24 Feb 2020)

### **BIAV Code of Ethics**

***Member businesses and organisations are placed in a position of trust to:***

- Act honestly and fairly in all business dealings with the consumer*
- Maintain professional courtesy and integrity at all times*
- Ensure all advertising and representations are truthful and accurate*
- At all times act in an environmentally responsible manner*
- Do all that is possible to promote safe boating and education practices*
- Render accurate, truthful and expert advice to the community*
- Strive for excellence in quality of service to customers*
- Promptly attend to all justifiable warranty claims*

### **PROCESS**

- Complaint Received by BIAV Complaints Officer (CEO)
- Complaint to be provided in writing to the Complaints Officer
- Complaints Officer to make preliminary decision as to the worthiness of the complaint
  - i. If frivolous, reject and advise Complainant.
  - ii. If valid, accept and provide to Complainee for their written response.
  - iii. If being dealt with in a higher-level legal setting, the Complaints Officer/BIAV will await that outcome before having any further involvement or before making any decision about the Complainee and their BIAV status.
- If ii above, Complaints Officer endeavours to facilitate a mediation and seek a resolution to suit all parties
  - If successful, matter closed
  - If not agreed to, or if unsuccessful, Complaints Officer to assemble a suitably qualified independent panel to assess the complaint. This would include a review of the written complaint and the written response, possibly conducting interviews, and possibly conducting a hearing.
- Panel to determine an outcome which the Complaints Officer would relay to both parties.
  - For first offence this may include Warning 1
  - For second offence this may include Warning 2 or a brief suspension of membership
  - For third offence this may include a long suspension of membership or cancellation
  - For a major offence, criminal conviction or bankruptcy, cancellation can be the result of the first offence
- Appeals as to the decision by the panel, to the full BIAV Board, via the Complaints Officer, may be considered in some circumstances.