



Licensing Manual 2006

Section 11

Complaints and Non-Compliance Management

Index

<u>Index</u>	2
<u>Summary</u>	2
<u>Complaints and Non-Compliance Management</u>	3
<u>CM 1 Complaints management proceedings</u>	3
<u>CM 2 Board delegation</u>	3

Summary

1. Complaints by the public regarding the practices of Licensed Building Control Officials remain the responsibility of the Building Officials Institute of New Zealand.
2. Complaints made by the public or by members of the Building Officials Institute of New Zealand regarding the practices of Licensed Building Control Officials may be investigated by the Board or its delegate(s) where such complaints give rise to a breach of the Institute's Code of Conduct.
3. Notwithstanding the above, the Board or its delegate(s) is under no obligation to investigate such complaints. The Board may, however, investigate such complaints in relation to a possible breach of the Code of Conduct or these rules.

Complaints and Non-Compliance Management

CM 1 Complaints management proceedings

- 1.1 Complaints received by the Board or its delegate(s) from a member of the public or members of the Institute in relation to a possible breach of the Code of Conduct arising from the practices of an Licensed Building Control Official may be investigated by the Board or its delegate(s).
- 1.2 The Board or its delegate(s) is under no obligation to investigate such complaints.
- 1.3 Where the Board or its delegate(s) considers the complaint warrants further investigation it shall determine the matter in accordance with Section 1.3 above.

CM 2 Board delegation

- 2.1 The Board may choose to delegate its authority wholly or partly under this section.