

Plumbers & Drainers Licensing Board - Policy

Policy Number: PL 003

Subject: Complaint Handling Procedure

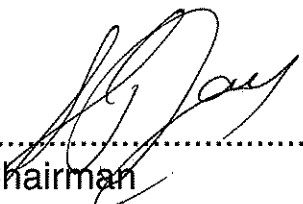
Effective Date: 20 August 2003

Revised on: 8 May 2007

Any person wishing to make a complaint to the Board must lodge a written, signed complaint with the Registrar, detailing the issues to be investigated and providing details (eg location of work, dates, names of persons involved etc).

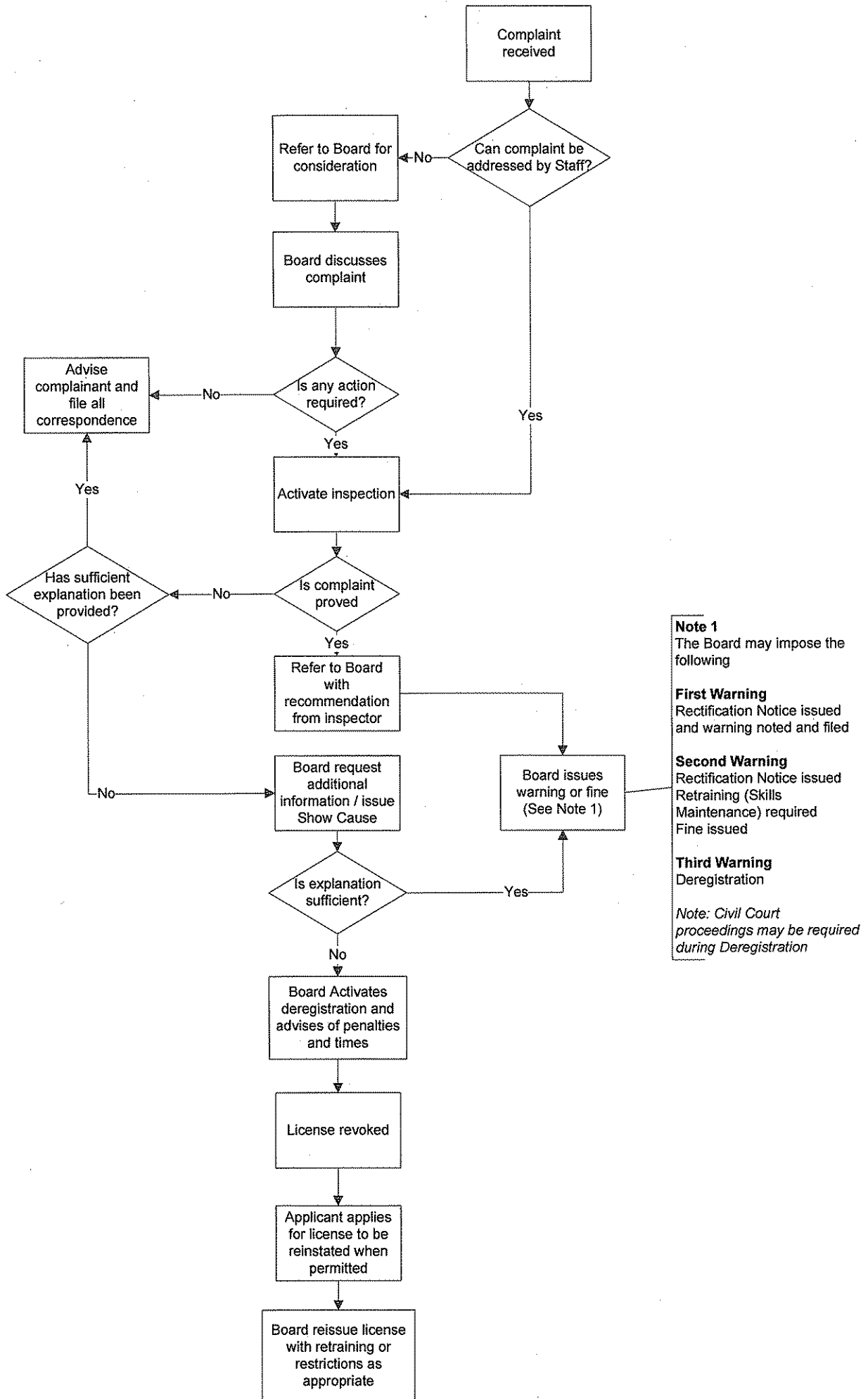
On receipt of a complaint the Registrar will

- create a file and acknowledge the complaint within five working days of receipt;
- conduct any initial research required;
- circulate the complaint and any information gathered during initial investigation to members either out of session or at the next Board meeting; and
- respond to the complainant as soon as practicable on completion of the investigation.


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Chairman

30 . 5 . 07
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Date

Plumbers & Drainers Licensing Board Complaints Action Flowchart



Note 1
The Board may impose the following

First Warning
Rectification Notice issued and warning noted and filed

Second Warning
Rectification Notice issued
Retraining (Skills Maintenance) required
Fine issued

Third Warning
Deregistration

Note: Civil Court proceedings may be required during Deregistration