

Silverdale Business Association Complaint Procedure

Making a Complaint:

We take all complaints seriously at the Silverdale Business Association. To ensure a fair and efficient process, please follow these steps:

1. Lodge your complaint:

- Verbally: You can lodge a complaint directly with the relevant staff member as soon as possible. If unavailable, speak to the General Manager.
- Written: Submit a formal complaint via email to: complaints@silverdalebusiness.org.nz
- General Manager: If your complaint concerns the General Manager directly, address it to the Board Chairperson at: info@silverdalebusiness.co.nz

2. Acknowledgement:

You will receive written acknowledgment of your formal complaint within 5 working days.

3. Investigation:

We will conduct a thorough investigation of your complaint. We may contact you for further details or clarification.

4. Communication:

We will keep you informed of the progress of the investigation.

You will be notified of our findings and proposed resolution within 10 working days.

5. Resolution:

We will strive to provide a final response within 10 working days.

If further investigation is necessary, we will inform you of the expected timeframe for a final response.

Additional Information:

You are welcome to seek independent advice or support throughout the process.

We aim to resolve all complaints fairly and promptly.

If you are dissatisfied with the outcome of your complaint, you can escalate it to the Chairperson Board

Please note:

This procedure does not apply to legal matters, which will be handled separately.

We encourage you to provide as much detail as possible in your complaint to facilitate a thorough investigation.

We value your feedback and are committed to creating a positive and supportive environment for all our members.