



Code of Ethics

MBBA members are committed to the following code of ethics:

- Provide a high standard of prompt and courteous service to all customers;
- To be honest and fair in dealings with the public and in all business transactions;
- To observe and uphold all statutes and regulations pertaining to the operation of their business within their specific industry (if applicable)
- To conduct and operate business in an environmentally responsible manner which offers the customer a quality experience

Disputes Resolution [Complaints] Policy

This Policy applies to the following

- Public Complaints
- Staff Complaints
- Board Complaints
- Member complaints

Before making a formal written complaint, the complainant should raise issues of concern with the other party in the first instance.

- Resolution of complaints or issues shall be resolved at the lowest level possible
- A fair and transparent process will be followed
- Respectful, honest and open communication will be used
- Subjects of complaints are entitled to know who has laid a complaint against them
- All processes and decisions under this policy are confidential to the parties directly involved
- The MBBA has no authority to act in a legal capacity

Complaints Member against Member

MBBA does not have the resource to mediate any issues arising between members. However an independent mediation service can be arranged by MBBA at a cost to the parties involved.

The MBBA will only respond to complaints where the member/s are all current financial members of the MBBA.

Procedure for Complaints

Any complaints must be received in writing by the Chair or Secretary MBBA, either by letter to PO Box 72 or email to mbba@whitianga.co.nz. Correspondence must state facts including names, dates and specific incidents.

All complaints received will be acknowledged by MBBA either by letter or email within 1 week of receipt.

All complaints will be

- Reviewed by the Chair/Vice Chair and if valid
- tabled to the Board at the next scheduled meeting. The complaint will be discussed “in Committee” and a decision as to the next steps will be advised based on the facts presented

All complaints are referred in the first instance to the staff/board or financial member concerned, in order that they have an opportunity to respond to the complaint.

All responses will be sent back to the original complaint.