

Making A Complaint

Our Procedure:

Any complaint verbal or written should be made to the appropriate member of staff at the earliest opportunity or to the General Manager if the staff member is unavailable.

If the complaint is about the General Manager it should be addressed to the Executive Committee Chair via chair@businessnh.org.nz

Business North Harbour will:

- acknowledge the formal complaint in writing within 5 working days
- make contact to seek clarification on any points where necessary
- fully investigate the complaint
- keep you informed of our progress
- discuss with you our findings and proposed response

Within 10 working days we will contact you advising you of our final response or advising you on progress if we cannot provide our final response within this timeframe.