ESNZ Complaint **System** • CROs remain anonymous • Judicial Panel list on file • If CEO/ ESNZ is the complainer then CEO must hand administration to another person **CRO** will determine Form is submitted to • if its frivolous, vexatious etc. Refer to Complaint CEO (Form C1) Review Officers (CRO) • if its a complaint under the CEO Checks within timeframe of event \$50 fee has been paid
It is a complaint under the General Regulations (ie Event based)
that the complainant/respondant are members **CRO will** Dismiss the complaint as Advise it is a complaint. unable to proceed. Provide Ask for additional information before Request the other side of the story and a Form C2 is completed by the Respondent. reasons in letter to the complainant. continuing. **CEO** contacts respondent Check complainants and requests Form C2 understand their and statement. statements will be Letter of caution sent sent to respondent **Sends complaint Form C1** to respondent and statements from CEO to advise complainants complainants to respondent. Official Warning sent to respondent **CEO to advise complainant** Send information to CRO Send to Judicial Committee (JC) **CRO will advise CEO** Follow JC Process