In dealing with any complaint or appeal we believe that the person making the complaint or appeal should have the opportunity to be heard by an impartial decision maker which is at the heart of the rules

of natural justice and procedural fairness. There are three basic principles which we follow in our application of / natural justice and procedural fairness:

* the hearing rule
* the bias rule
* the no evidence rule

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| HEARING RULE |
| We will give an opportunity to the person making the complaint or appeal to be heard. This means they have the opportunity to provide information in the form of oral submissions and documentary evidence. Depending on the nature of the compliant they can choose the person they wish to hear their complaint or appeal. |

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| BIAS RULE |
| This rule means that the decision maker(s) will be impartial and unbiased in the matter to be decided. Justice should be seen to be done so that fair minded people would reasonably believe the decision had not been pre-determined and there had been no bias in the decision-making process.  |

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| NO EVIDENCE RULE |
| This rule means that the decision that is eventually made must be based on logical evidence (proven on the balance of probabilities)In making decisions, the decision maker(s):* take into account relevant considerations;
* do not take into account irrelevant considerations;
* act for a proper purpose; and
* that the decision is not unreasonable

In essence whatever decisions are made of a complaint or appeal the procedure used must be transparent and fair and seen to be fair. Decisions taken will be impartial and based on provided relevant information. |