



The NZ Board of
**PROFESSIONAL
SKIN THERAPIES.**
INC. ©

NZ Board of Professional Skin Therapies

Complaints Process for the New Zealand Aesthetics Profession and the Public

Written by Julie Martin

In the instances of serious cases, we strongly recommend independent legal advice be sought.

Disclaimer

We at the NZ Board of Professional Skin Therapies, its authors, publishers, and printers, do not take any responsibility for any legal or nonlegal outcomes related to the reading or use of this material, advice, support, or help given to any person or persons in relation to any complaint. Anyone who has a complaint must seek independent legal advice as we are **not** qualified lawyers.

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The Complaints Process

Written by Julie Martin Complaints Officer 2015

Revised by Julie Martin Complaints Officer 2018

The Complaints Process for the New Zealand Aesthetics Profession and the Public

Written by Julie Martin Complaints Officer and Chair NZBPST 2019

Revised by Julie Martin Complaints Officer and Chair NZBPST 2020

Revised by Julie Martin Complaints Officer and Chair NZBPST 2024

Revised by Julie Martin Complaints Officer and Chair NZBPST 2025

Message from the Chair

Dear Industry Stakeholders and the Public,

In an industry characterised by limited regulation and the absence of standardised guidelines, it is essential to address the challenges posed by unprofessional practices, substandard treatments, and insufficient educational information. These issues compromise the integrity and professionalism of our sector, underscoring the need for continuous vigilance and proactive measures.

As the designated complaints officer, I have reviewed numerous cases over the years, with a focus on facilitating amicable resolutions whenever possible. My responsibilities include mediating disputes and supporting affected parties through various legal and regulatory channels, such as the Disputes Tribunal, Civil Court, Health and Disabilities Commission, local Councils, and Te Whatu Ora (Health New Zealand).

The primary goal of our complaints process is not to assign blame or shame but to identify systemic weaknesses within the industry. By doing so, we aim to raise awareness, promote ongoing improvement, and establish robust standards that enhance our collective proficiency and elevate the professional standing of our sector.

In cases involving serious misconduct or violations requiring decisive action, we collaborate with relevant authorities to ensure accountability and uphold industry integrity.

We encourage individuals who believe they have experienced grievances to contact us confidentially. Our commitment is to listen, investigate, and address concerns with transparency and professionalism.

Thank you for your dedication to maintaining high standards within our industry.

Regards,

Julie Martin

NZBPST Chair

Contact Information:

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The Purpose of the Complaints Process

NZBPST Complaints Process

As a major industry stakeholder, the NZ Board of Professional Skin Therapies has formalised this complaints process document to assist both professionals in the skin therapy industry and the public to access information, advice, and support when they wish to report a complaint.

This document serves three main purposes,

1. Offers a confidential place for industry and the public to lay a complaint and access help, support, and information as to what to do.
2. Offers a confidential place for industry and the public to lay a complaint and if they do not wish to take it action, be offered support as they deal with the situation.
3. Offers a confidential place where complaint information is collected [excluding personal information] and statistics are provided when the Board advocates on behalf of industry when consulting with Government agencies.

All complaints are treated in strict confidence. Our process and support services are maned by experienced trained professionals who offer unbiased, ethical support and information.

Each complaint is treated on a case-by-case basis and **independent legal advice is always recommended.**

The NZ Board of Professional Skin Therapies also works co-operatively with civic authorities, WorksafeNZ, the Health and Disabilities, and Commission and Te Whatu Ora Health New Zealand to ensure therapists standards are developed and maintained.

Introduction

The **NZ Board of Professional Skin Therapies (NZBPST)** is dedicated to maintaining the highest standards of professional practice within the skin therapy industry. Its primary goal is to ensure the safety, health, and wellbeing of clients, the public, and practitioners. This document outlines the procedures for lodging and handling complaints, emphasising confidentiality, professionalism, and adherence to industry standards.

Complaints Procedure

All complaints will be directed to the NZBPST via their official website or email. The organisation actively investigates all complaints, whether they originate from clients, members, or the public. The process aims to resolve issues efficiently, promote rectification of deficiencies, and educate the industry to address systemic problems. Confidentiality is strictly maintained throughout the process.

Complaints and Procedure Policy

The NZBPST commits to upholding high standards of practice. The organisation investigates complaints against both members and non-members, with the objective of ensuring accountability and continuous improvement. The policy emphasises transparency, confidentiality, and fairness in all proceedings.

Members and Non-members Responsibilities

All health providers, whether members or non-members, are required to respond promptly to complaints. For members, failure to do so may result in disciplinary action, including suspension or expulsion from the organisation. The organisation reserves the right to refer cases to relevant authorities if necessary.

How to Lodge a Complaint

Complainants should provide comprehensive details:

1. Including their contact information
2. Date, time, clinic name, owner and therapist performing the treatment
3. Treatment specifics
4. Involved parties and supporting evidence
5. Clear, factual descriptions of the incident are essential

The Board emphasises confidentiality and respectful handling of all complaints

What to Do If a Complaint Is Laid Against You

6. Therapists facing a complaint should immediately notify the clinic owner [if applicable], contact their insurance broker and the NZBPST. It is crucial to gather and submit detailed information, including:
7. Client details
8. Date, time, clinic name, owner and therapist performing the treatment
9. Treatment specifics,
10. Statements, and supporting evidence such as photographs.
11. Prompt and transparent communication can mitigate potential consequences and facilitate a fair resolution.

Complaints Handling Process

The process involves:

1. Creating a detailed file,
2. Notifying involved parties within five working days,
3. Conducting investigations,
4. Holding meetings to discuss findings.
5. For members, if necessary, hearings are scheduled, and all parties are given an opportunity to present their case [a support person is permitted where necessary].
6. Where possible static reports are made by the Board in 20 working days, including progress reports, appropriate actions and disciplinary measures where applicable.
7. In severe cases involving medical or safety concerns, external authorities such as local councils or health agencies are notified.

Non-Compliance and Disciplinary Actions

1. Failure to adhere to the complaints process may result in suspension or expulsion of members.
2. The organisation maintains a confidential register of complaints and actions taken. Disciplinary pathways include remedial training, suspension, expulsion, and referral to authorities where appropriate.
3. All decisions are documented, and statistics are reported to relevant government agencies while maintaining confidentiality.
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