Penalty Points System – How does it work?

Formal Complaint Report received Assigned to Investigating Officer •The complaint is evaluated to determine its credibility and seriousness **Complaint** \Box If the complaint appears to involve a potential offence or breach of regulation the investigation moves forward and further information is gathered, this may include interviewing the licence holder, witness statements, CCTV footage, photographs, **Investigation** documentation, or any other evidence that can shed light on the alleged offence Based on the finding of the investigation, appropriate action is taken if the evidence supports that an offence has been committed. The specific consequences depend on the severity of the offence or breach, and the applicable laws and regulations **Findings** □ If penalty points are deemed to be appropriate this allows officers to allocate points depending upon the nature and severity of the alleged misdemeanour **Penalty** Points? Currently once investigations are completed officers can take various actions which include taking no further action, formal words of advice, further training, warning letters, suspension or revocation of licence. Although these options are **Other Actions** still available, The Penalty Point System would allow officers to deal with low level offences in a fair and transparent manner Instead? □Any licensee that is aggrieved by the issuing of points they may appeal to the Regulatory Services Manager who is independent of any investigation Right to Appeal