## TABLED DOCUMENTS

EPSC

iquor Bill 2019: Liquor licence	Paper No:
complaints process - Part 7 Divis	Siongn3d.

#### Complaint received by Licensing NT

### Director of Licensing assesses complaint

Either accept the complaint for further investigation, or to refuses to accept the complaint 14 days to make assessment under clause 158(2)

# Outcome: Director of Licensing refuses to accept the complaint

14 days to send notice of rejection to the person who made the complaint under clause 158(3)

### Director of Licensing accepts the complaint for further investigation

Under clause 155(2) the Director of Licensing must complete their investigation within 90 days after the complaint is accepted.

Committee:

14 days to send notice of intention to investigate to affected licensee/s under clause 159(1)

# Director of Licensing determines to take no further action under clause 160(1)(a)

After investigation, Director of Licensing determines the most appropriate action

Director of Licensing refers matter to the Liquor Commission

#### Outcome: Director of Licensing sends notice of determination to dismiss the complaint

14 days to send notice of dismissal to affected licensee/s under clause 160(3)

#### **Outcome: Formal warning**

14 days to send a decision notice to affected licensee/s under clause 160(3)

#### Outcome: Infringement notice

14 days to send a decision notice to affected licensee/s under clause 160(3)

#### Outcome: Liquor Commission makes a determination on the matter as they see fit

Decision notice is provided to the parties of the hearing as soon as practicable under clause 163(7)

### Outcome: Enforceable undertaking

14 days to send a decision notice to affected licensee/s under clause 160(3)

NOTE: Under clause 31(1) any decision of the Commission for which a decision notice is required under the Act is reviewable by the Northern Territory Civil Administrative Tribunal (NTCAT).

