

Decision-making policy

Purpose

1. This policy sets out the Plumbers, Gasfitters, and Drainlayers Board's (**Board**) approach to making decisions under the Plumbers, Gasfitters and Drainlayers Act 2006 (**Act**). It applies to Board members and staff, including contractors.

Guiding principles

2. The Board is guided by the following principles when making decisions:
 - all decisions are made in accordance with the law and having regard to the Act's purposes
 - decisions are made fairly, reasonably, and in good faith based on the information provided
 - decisions are made following a proper process
 - Board policies are applied appropriately, not inflexibly, and having regard to the circumstances of the matter in question.

The decision-maker

3. Any person making a decision on behalf of the Board:
 - only makes decisions they have authority to make
 - makes decisions within any limitations that apply to their decision-making power
 - acts in good faith and exercises their best judgment when making a decision
 - makes decisions:
 - independently
 - in an unbiased way
 - for proper purposes
 - does not make a decision where there is or could be a conflict of interest
 - does not refuse to make a decision or unreasonably delay making a decision
 - ensures any decisions they make are clear, justified and result in an outcome that is certain
 - records their decision-making process as appropriate in the circumstances.

Making decisions

4. Each decision made by the Board is made:
 - logically
 - on the basis of appropriate information
 - having regard to relevant considerations only
 - taking account of representations made to any person or group affected by the decision

- taking account of decisions made in other, similar cases
- giving appropriate weight to all considerations.

Decision-making process

5. The following process is followed when making Board decisions:
 - the matter for decision is clearly and accurately identified
 - the decision-maker is identified
 - an appropriate timeframe for making the decision is determined
 - the relevant legislation and policies are identified
 - any information that is relevant to the decision is collected and verified (if appropriate)
 - specialist advice is sought if required
 - any possible issues that may affect the decision are identified and addressed
 - possible decisions, outcomes and consequences are identified and considered
 - any options open to the decision-maker are identified
 - any recommendations are prepared.
6. The decision-maker reads and considers all relevant material before making a decision.
7. Before making a decision that could adversely affect any person, the decision-maker will:
 - consider the potential impact of the decision on the person
 - consider whether it is appropriate to notify the person they are considering making the decision
 - if appropriate, give the person an opportunity to make submissions before the decision is made
 - consider any submissions received.
8. The person who is the subject of a decision must be notified of the decision. Notification of an adverse decision must:
 - contain sufficient detail to ensure the person understands the grounds for the decision
 - enable the person to identify the key considerations that led to the decision
 - explain any unusual or unexpected aspects of the decision
 - summarise any appeal rights the person may have in respect of the decision.
9. Where there may be delays or difficulties with making a decision, the person must be kept informed.

Version management

Date	Details
May 2023	Approved by Chief Executive
May 2026	Next review date