



## PROCESS: Member Code of Conduct Complaints

Before lodging any complaint, parties should meet at least once to try and explain their concerns and to endeavour to mutually resolve the matter. If this is unsuccessful, then the process below should be followed.

Complaints are to be made to the Association in writing by email, on the relevant form. Complaints must include:

- The details of the FCANZ member to be investigated
- The part or parts of the Code that are believed to have been breached
- Details of the alleged breach
- A proposed resolution

If any complaint is laid against a Fencing Contractors Association NZ Board member, then that Board member shall have no further input into the process.

The Member concerned shall be notified by email that a complaint has been laid.

- The member shall be given the opportunity to explain the situation and provide a written counter-argument. This must be received within 7 days of the member being notified of the complaint.
- Should the member wish to rectify at this point, they shall have 10 working days from notification to complete rectification.

The Board (or a nominated Disciplinary Committee) will meet to discuss the evidence and make a decision about next steps based on their findings.

Both parties will be notified of the outcome within 28 days of the complaint being laid.