



## FCANZ WORKMANSHIP COMPLAINT FORM

**Please read before completing this form.**

Payment of an establishment fee is required for the complaints process to commence.

Establishment fee:

FCANZ Members \$450.00 + GST

Non-members \$500.00 + GST

The establishment fee covers four hours including:

- Processing of the complaint form
- One onsite visit (travel is not included in the establishment fee)
- Report preparation time

Additional hours:

FCANZ Members \$100.00 + GST per hour

Non-members \$120.00 + GST per hour

Travel \$1.25 per km

You must provide supporting information for the complaint to be investigated.

### DETAILS OF APPLICANT

Title:	Mr	Mrs	Miss	Ms
Surname:				
First Names:				
Company Name:				
Address:				
Phone Number:				
Email address:				

**DETAILS OF THE PERSON YOU CONTRACTED TO CARRY OUT THE WORK**

Title:	Mr      Mrs      Miss      Ms
Surname:	
First Names:	
Company Name:	
Address:	
Phone Number:	
Email address:	

**DETAILS OF THE CONTRACT ENTERED INTO**

Date(s) work undertaken:	
Date work completed:	
Address of work:	
Was a quote provided?    If yes, please attach:	
Were Terms & Conditions provided? If yes, please attach:	
Were there any amendments to the quote? If yes, please attach:	

**PLEASE PROVIDE AS MUCH DETAIL ABOUT THE DISPUTE IN QUESTION INCLUDING PHOTOGRAPHIC EVIDENCE AND ANY OTHER CORRESPONDENCE RELATING TO THE MATTER**

**PLEASE OUTLINE THE REASONABLE RESOLUTION YOU WOULD LIKE TO SEE**

## DECLARATION

I declare that all the information I have supplied is true and correct.

I also agree to all documentation relating to this complaint being released to all parties involved, if required.

I understand that FCANZ is an independent objective body and has no liability for the workmanship of fencing businesspeople or contractors.

I also agree to pay the establishment fee, plus travel expenses and additional hours (if applicable) prior to receiving the inspection report.

**Signed** \_\_\_\_\_

**Name** \_\_\_\_\_

**Date** \_\_\_\_\_

**Disclaimer:**

FCANZ will not accept any liability for the workmanship of independent businesspeople or contractors.

As a non-profit national association, we do have the mandate to assist in resolving matters by providing an independent assessment of fencing works, including a cost analysis for remedial work if found.