

PROCESS: Member Workmanship Complaints

Before lodging any complaint, parties should meet at least once to discuss concerns and endeavour to mutually resolve the matter. If this is unsuccessful, then the process below should be followed. At the end of the process, either party may seek remedy through the appropriate legal channels.

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

- The details of the FCANZ member involved
- Information about the project including:
 - What type of fence was requested
 - What type of fence has been constructed
 - Whether the work has been paid for in full
- Details of the alleged workmanship issues
- A proposed resolution
- Acceptance of the establishment fee and investigation costs.

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.

If resolution is not reached, a Board-appointed inspector will visit the site at the Complainant's expense, to examine the workmanship.

Within 10 working days of inspection, a formal written report containing photographic evidence and recommend remedies will be provided to to the Board (or a nominated Disciplinary Committee).

Both parties will receive a copy of the report within 15 working days of the inspection.