

## FCANZ MEMBER COMPLAINT FORM

The Association expects that from time to time, complaints will be received about members or representatives of the Association. The Board endeavours to respond to all complaints in a timely and unbiased manner using the process outlined on the final page of this document.

**The Association has no remit to comment on a dispute that is contractual in nature. Contractual disputes should be directed to legal channels such as the Disputes Tribunal.**

The three types of complaints that are within the Association's remit to investigate are complaints about:

- A member's workmanship
- A member's behaviour
- The behaviour of a person representing FCANZ

FCANZ also provides a workmanship investigation service to inspect and report on workmanship completed by non-members. Please contact [admin@fcanz.org.nz](mailto:admin@fcanz.org.nz) for information regarding this process.

**Please read before completing this form.**

Payment of a **\$100.00 +GST** establishment fee is required for the complaints process to commence. This fee covers the processing of the complaint form and the preparation of a formal response to the complaint.

If a workmanship inspection is required, the following fees will also be charged:

- Travel \$1.25 per km + GST
- Admin - \$85 per hour + GST
- An hourly inspection rate

The cost for inspection depends on the membership status of the contractor whose work is to be inspected:

- |                                 |                      |
|---------------------------------|----------------------|
| • Non-FCANZ Member              | \$210 per hour + GST |
| • General Member                | \$155 per hour + GST |
| • Certified Fencer              | \$135 per hour + GST |
| • Accredited Fencing Contractor | \$105 per hour + GST |

NOTE: The FCANZ Member Code of Ethics & Conduct talks about the expectations we have of member workmanship. Complaints about the standard of work completed can only be

resolved through an on-site visit, and therefore, the fees relating to inspection time and travel will apply.

You must provide the supporting information outlined on the following pages for the complaint to be investigated. The information allows the FCANZ Disciplinary Committee to investigate the complaint as per the process outlined on the final page.

# 1. CONTACT DETAILS

APPLICANT DETAILS	
Title:	Mr      Mrs      Miss      Ms
Name:	
Company Name:	
Address:	
Phone Number:	
Email address:	

TYPE OF COMPLAINT (CIRCLE AS REQUIRED)		
Code of Ethics & Conduct	Workmanship	FCANZ Representative

DETAILS OF THE FCANZ MEMBER OF CONCERN				
Title:	Mr	Mrs	Miss	Ms
Name:				
Company Name:				
Address:				
Phone Number:				
Email address:				
FCANZ role:	Member	Board	Representative	Unsure

Is this a Code of Ethics & Conduct Complaint? Yes, complete section 2. No, skip section 2.  
 Is this a Workmanship complaint? Yes, complete section 3. No, skip section 3.  
 Is this a complaint about an FCANZ representative? Yes, complete section 4.  
 Sections 1, 5 & 6 must be completed in all instances.

## 2. CODE OF ETHICS & CONDUCT COMPLAINTS

*Complete if appropriate*

**WHICH PART/S OF THE CODE DO YOU FEEL THE MEMBER HAS BREACHED?**

**PLEASE DETAIL THE ACTIONS THAT BREACH THE MEMBER CODE OF CONDUCT**

### 3. WORKMANSHIP COMPLAINTS

Complete if appropriate

DETAILS OF THE PROJECT	
Date(s) work undertaken:	
Date work completed:	
Address of work:	
Was a written quote provided? <i>If yes, please attach</i>	
Were Terms & Conditions provided? <i>If yes, please attach</i>	
Were there any amendments or variations to the quote? <i>If yes, please attach</i>	

PLEASE PROVIDE DETAILS ABOUT YOUR CONCERNS <i>(ATTACH PHOTOGRAPHIC EVIDENCE AND COPIES OF CORRESPONDENCE TO YOUR EMAIL )</i>

# 4. FCANZ REPRESENTATIVE COMPLAINTS

Complete if appropriate

**WHICH PART/S OF THE BOARD MOU OR ASSOCIATION CONSTITUTION DO YOU FEEL HAVE BEEN BREACHED?**

**PLEASE PROVIDE DETAILS ABOUT YOUR CONCERNS**

## 5. RESOLUTION

WHAT IS THE RESOLUTION YOU WOULD LIKE TO SEE FROM THIS COMPLAINT?

## 6. DECLARATION

I declare that all the information I have supplied is true and correct, and understand that documentation relating to this complaint may be 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 final report.

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

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

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

**Disclaimer:**

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

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

## PROCESS: Complaints about FCANZ Members

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:

- The details of the FCANZ member involved
- Details of the alleged issues
- A proposed resolution
- Acceptance of the establishment fee

Where it is a workmanship complaint, it must also include:

- Information about the project including the type of fence requested, the type of fence constructed, whether the work has been paid for in full
- Photographic evidence
- Copies of correspondence
- Acceptance of 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.

**For workmanship complaints:** 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 written report containing photographic evidence and recommended remedies will be provided to the Board (or a nominated Disciplinary Committee).

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, and will receive a copy of the inspection report (where applicable)

FCANZ admin will follow up with the complainant after 3 months to determine outcome and close-out complaint.