



The Resin Flooring Association

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COMPLAINTS PROCEDURE

This procedure applies to all complaints received by FeRFA

- 1 A complaint alleging a breach of the Rules of the Association may be permissible from any bona fide source including a Member, Client or Professional. The Council will ensure that improper or vexatious claims are excluded from consideration.
- 2 All complaints must be logged on the FeRFA Complaint Register with the following information:
 - 2.1 Name of claimant
 - 2.2 Date of receipt of complaint
 - 2.4 Referral action with person responsible
- 3 The CEO will notify the Member concerned that a Complaint has been received.
- 4 The Member will respond to such notification by:
 - 4.1 Action on Site and/or meeting with Client to resolve
 - 4.2 Explanation in writing and/or verbally with CEO
 - 4.3 Notification to CEO of any actions taken
5. FeRFA Secretariat/CEO will
 - 5.1 Acknowledge receipt of the complaint
 - 5.2 Offer advice and help to the member
 - 5.3 Seek external advice as considered appropriate
 - 5.4 Record agreed action(s) with the member

The timescale for the above shall be set by the CEO and enforced or amended as appropriate with due regard to all the circumstances.
6. If the Member fails to satisfy the CEO in respect of the cause, responsibility or remedial action required and undertaken, the matter will be referred to Council who will take further action to protect the interests of the Association.
7. In the event that discussions with the Member do not lead to a conclusion acceptable to the Council, on behalf of the Association, the matter will be referred to the next General Meeting for agreement by the Members on the action to be taken.
8. The CEO will maintain contact with the Complainant if considered appropriate by the Chairman.
9. All complaints received will be treated in strict confidence within the Council until such time that they require consideration by the General Meeting.
10. The views and opinions expressed by the CEO/ Council and the action agreed will be strictly on a 'without prejudice' basis and made with the best interests of the Association in mind. No action taken by the Association or its Officers or Members will be in contempt where legal proceedings are in progress.
11. The objective of the Association and the CEO/Council will be to support the Members wherever reasonably possible provided that the Member is able to demonstrate by performance his intent to remedy any complaint found to be of substance by the Council.

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