

## COMPLAINTS

The NFRC expects high standards of professionalism from our members as set out in our Code of Practice. We recognise that very occasionally a member may breach this Code. If you feel that one of our members has breached the Code and wish to make a formal complaint, all complaints received are dealt with in accordance with the following procedure.

### **The NFRC's legal authority**

The NFRC is a voluntary membership body, not a government regulator. As such we only have authority over our members in relation to their membership with us. We have no authority to issue fines, compel a member to complete a project or prevent a member from trading.

### **Disputes**

NFRC can help customers who have a dispute with an NFRC member company with a free service whereby we will endeavour to reconcile a dissatisfied consumer with the member company. A consumer is defined as a private individual who has entered into a contract with a member.

We encourage customers who have concerns regarding the roofing works carried out under contract with a NFRC member to initially contact the member to express their concerns and agree a resolution. All NFRC members are required to have their own Customer Complaints procedure.

The following are examples of areas where the NFRC is not able to assist: -

- We are unable to assist if the company has ceased to be a member of NFRC
- We are not responsible for paying compensation or making a financial award
- We cannot become involved if either party has commenced legal proceedings or employed/involved a third party to resolve the dispute for example a Solicitor, Trading Standards or another trade body.
- Where the work in question has been carried out more than 4 years ago
- Where the work in question has been carried out outside of the UK

## What can NFRC do?

Upon receipt of your completed Complaints Form, we will pass the relevant details from your form to our Member for response. On receipt of this response the Member's Regional Committee will investigate the matter and aim for resolution between the two parties.

If no resolution can be achieved, we can refer the parties to consider independent adjudication.

The NFRC monitors the conduct of its members and members are expected to adhere to the NFRC's Code of Practice. We can, if appropriate, refer the Member's conduct to the NFRC's Complaints Committee for consideration for breaches of our Regulations and Code of Conduct. This is an internal matter between the NFRC and its member. Please note that NFRC will only liaise with **ONE** main contact regarding your dispute.

## Complaints Form

**PLEASE COMPLETE THE FOLLOWING:**

<b>Is the work that you want to complain about covered under a warranty/insurance?</b>	
<b>If so, please provide details:</b>	
<b>Your Name:</b>	
<b>Signed:</b>	<b>Date:</b>
<b>Your Address:</b>	
<b>Postcode:</b>	
<b>Telephone:</b>	<b>Mobile:</b>
<b>E-mail:</b>	
<b>Address where work has taken place: (if different)</b>	
<b>Postcode:</b>	
<b>Contact at site:</b>	<b>Site phone number:</b>

<b>Trading Name of Member:</b>	
<b>Address and Postcode:</b>	
<b>1<sup>st</sup> Contact:</b>	<b>Telephone:</b>
<b>Email:</b>	
<b>Date the work started:</b>	
<b>Date the work was completed (if completed)</b>	
<b>Have you a written contract? (if so, please provide a copy)</b>	
<b>What is the total cost of the work?</b>	
<b>How much have you paid so far?</b>	
<b>Have you had any remedial work carried out by another contractor?</b>	
<b>If yes, then please provide details:</b>	
<b>Have you instructed a solicitor or third party to try to resolve the dispute?</b>	
<b>If yes, then please provide details:</b>	

**PLEASE NOTE THAT A COPY OF THIS PAGE WILL BE PASSED ON TO THE MEMBER FOR THEIR RESPONSE**

<b>Your name:</b>
<b>Address where work done:</b>
<b>Postcode:</b>
<b>Please provide details of your complaint against the NFRC member company and include evidence to support your complaint such as photographs, quotation/contracts, correspondence trails etc:</b>

**Please return the fully completed for to the NFRC either by post to NFRC [region], [regional address] or via email to [RM's email address].**