

## **FITA POLICIES AND PROCEDURES**

**November 2017**

### **Process to address a breach of the Code of Conduct and subsequent disciplinary procedures**

1. On receipt and validation of the completed complaints form, FITA will make a written or verbal request to the concerned Contractor / Installer to comment on the contents outlined on the complaint form. If the complaint is of a relatively minor nature and the facts are not in dispute, it may be possible for FITA to arrange for the matter to be resolved without direct intervention. Otherwise, arrangements are made for an onsite audit to be carried out by a FITA Compliance Auditor. The FITA registered Contractor / Installer may be requested to attend the audit. The complainant, or a representative, is also required to be present.
2. After the audit has been completed and if found that there was a breach, a rectification notice will be sent to the registered Contractor / Installer for the transgression to be addressed within a stipulated period.
3. If the Contractor / Installer reacts to the rectification notice they will have one week to put remedial action in place. The Contractor / Installer must notify FITA in writing once the remedial action has been completed.
4. If no action is taken within two days of rectification notice being sent FITA will send a Failure to Rectify Notice Letter to the relevant Contractor / Installer. This will be sent via email. The letter will be added to the relevant Contractor / Installers registration file. The notice will grant the Contractor / Installer a further week to attend to the relevant rectification
5. If the Contractor / Installer again fails to react FITA will, within 3 working days send a Suspension of FITA Registration Letter. Suspension of their FITA registration will be send via email, an original via registered mail and a SMS "Dear Mr..... Please note a registered letter regarding FITA suspension have been send to your nearest post office. For your reference herewith, your tracking number....." The letter will be added to the relevant Contractor / Installers file.

### **General**

1. This process allows sufficient opportunity for a registered Contractor / Installer who has transgressed to address their fault. However inevitably there will come a time that a Contractor / Installer will be suspended, and they likely will challenge the suspension. It is therefore imperative that FITA follow due diligence and carries out a clear and open process. It is for this reason that FITA keeps a detailed history of the transgression on file of all communications and steps taken against a Contractor / Installer when relevant.

**Registration Number** 2013/057568/08

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2. The FITA Compliance Auditor will work on behalf of FITA and not the Contractor / Installer nor the end customer. FITA will not tolerate abuse of any kind levelled at the Compliance Auditor from the Contractor / Installer or the end customer.
3. The FITA Compliance Auditor should not divulge any sensitive audited information to the end customer as this is privileged information that is between FITA and the relevant Contractor / Installer.
4. For verification and internal auditing purposes it must be noted that FITA Compliance Auditors can be re-inspected by a 3rd party appointed by FITA. If it is found that the FITA Compliance Auditor is not carrying out the audits in the appropriate manner they may be removed as a FITA Compliance Auditor.
5. If a FITA Compliance Auditor fails to follow the FITA process's it may result in them being removed as a FITA Compliance Auditor.
6. FITA auditors are technical experts in the flooring type under dispute and act as independent agents. Their report will be submitted to the board for review and any disputes or appeals can be sent for review to the Ethics Sub-committee
7. If a registered Contractor / Installer is suspended for reason as determined by FITA, FITA reserves the right to
  - impose a set fine
  - request the Contractor / Installer to attend any relevant accredited training
  - notify relevant parties and stakeholders of the Contractor / Installer's suspension
  - if the Contractor / Installer feels that he was unfairly suspended, he may compete a dispute form for the board to review the case