

FITA POLICIES AND PROCEDURES

November 2017

Complaints procedure

In the event of a complaint, the complainant should firstly bring the matter directly to the contractor concerned attention in writing, allowing a reasonable period for the contractor to respond. Should this prove to be unsuccessful in resolving the complaint, this Complaints Procedure may be applicable.

The Complaints Procedure does not deal with:

- Complaints about installation work carried out other than by FITA registered Contractor / Installers.
- Contractual or commercial matters of any kind, such as the price charged for work or the time taken to complete it.
- Complaints about aspects of work which are not directly related to flooring.
- Complaints where action has been taken to correct alter or remove the flooring laid by the contractor. In such cases FITA would be unable to firmly establish, by means of an onsite inspection, if the work originally complied with manufacturer specifications.
- Complaints about matters which are the subject of current or intended litigation by the complainant. FITA offers its Complaints Procedure as an alternative to litigation.
- The Complaints Procedure is only offered for works that have been completed for less than one year
- The Complaints Procedure is only offered to persons having a direct interest in the matter being complained about. This normally means that any complaint must be made by the owner of the property. Any other person wishing to make a complaint, such as a tenant who is not the owner, should normally refer the matter to the owner in writing; only in exceptional circumstances will FITA offer its Complaints Procedure to a third party.

To enable FITA to implement its Complaints Procedure, the complainant must be willing and able to permit a FITA Compliance Auditor to be present at any inspection carried out and to allow reasonable access for the FITA Compliance Auditor to carry out any necessary remedial work. The complainant must also be willing and able to arrange reasonable access for these purposes.

Procedure

Complainants are invited to formally register their complaint by completing the Notification of Complaint form, which may be request from FITA via email from info@fitasa.co.za.

On receipt and validation of the completed complaints form, FITA will make a written or verbal request to the concerned registered 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 the 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. Under most circumstances an audit by the FITA Compliance Auditor is free of charge.

After the audit has been completed, and if found that installation standards were transgressed, a rectification notice will be sent to the FITA licensed contractor for the transgression to be addressed with in a stipulated period.

If the FITA licensed contractor fails to address the transgression, is it possible for them to lose their FITA registration status. If a registered contractor's registration has been removed FITA will no longer be able to act against the terminated contractor. In the rare case that this should happen the Compliant will have to make use of the law or the Consumer Protection Act as the last resort. FITA may provide the necessary evidence in support of the complaints case.

All decisions regarding the application and interpretation of FITA's Complaints Procedure, the health, safety and the compliance of the flooring installation rest with FITA. Due to the need to address complaints in a fair, consistent and methodical manner, it may take FITA several weeks to resolve a complaint, even if both the complainant and the concerned member are fully cooperative and respond promptly to all correspondence etc. However, FITA will endeavour to deal with the complaint as quickly as possible.



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