

# Client Complaint/Dispute Lodgement Form



Please complete all details below and forward with accompanying documentation to:

Roofing Association of New Zealand  
 P O Box 302262  
 North Harbour  
 AUCKLAND 0751

Tel: 09-415-0278  
 Fax: 09-415-0279

I/We, (the complainant/s) being a client of a RANZ member have read and understood the RANZ Complaint/Dispute Assessment & Resolution Service Information and Terms & Conditions and hereby lodge a formal complaint with the Roofing Association of New Zealand and/or request dispute resolution assistance.

Complainant's Name/s: .....(company name where applicable)

Contact Person/s: .....

Contact Address: .....

Phone: ..... Fax: ..... Cellphone: .....

Email: .....

Complaint against: .....

Contact address & phone details of other party (if not known to RANZ): .....

Nature of complaint/dispute: Workmanship

Other (please state): .....

## Contract details:

Site address where work carried out: .....

Property description: Residential  Light Commercial  Commercial  Industrial

Job description: New roof  Re-roof  Wall cladding  Fascia system  Spouting/Guttering  Decking  Coating/restoration

Other (please state): .....

Roofing material description: Longrun Metal  Metal Tiles  Concrete Tiles  Clay Tiles  Membrane (butyl)  Torch-on Membrane

Slate/Shingle  Translucent  Copper  Other (please state): .....

Was this contract? Supply & Install  Labour-only

Was your contract direct with the member? Yes  No

If not the member, please state name of the party you have/had the contract with: .....

Has the work been completed? Yes  No

If yes, when was the work completed? (month) ..... (year) .....

Has a workmanship/installation warranty been issued by the member? Yes  No

If yes, what date was the warranty issued and how long for? Date issued..... :

How long for ..... months  years .....

If the work **hasn't** been completed:

- a) What date was the quote accepted? .....
- b) What date did the member agree to start the job? .....
- c) What date did work start? .....
- d) How long since contractors were last on site? .....

Was the work undertaken?      Quoted  Estimated  On charge-up basis  Additional work or variation to the contract

Do you have a written quotation?      Yes  No

Has a Code of Compliance been issued for the work?      Yes  No

Have you paid the member in accordance with the terms & conditions of the contract/quote?      Yes  No

What is the total sum quoted for the contract and how much have you paid?      Total of quote: \$ .....

Amount paid: \$ .....

Have you made every attempt to resolve this dispute direct with the Association Member?      Yes  No

Are you prepared to allow the Association Member and installers back on your site to carry out any remedial work that may or may not be required?      Yes  No

Any other comments (if any):.....  
 .....  
 .....  
 .....

**Acceptance – Payment of RANZ Dispute Service Fees:**

**Note:** You are requested to please sign the following agreement in the event your complaint is not resolvable at the initial assessment stage and requires a full investigation.

I/We accept and agree to meet payment of 50% of the fees for time engaged and costs incurred by RANZ in respect to investigation and involvement with this complaint/dispute should it not be resolved at the initial assessment stage.

Should the Association be required to be involved with formal investigation of this complaint, I/We have noted RANZ costs will become effective from commencement of such formal investigation.

I/We acknowledge we have noted the fees and costs payable as detailed in the Information and Terms and Conditions Form CDS 1 a copy of which was issued to me/us at the time of receiving this form and the initial complaint details).

Signed: .....  
*Signature of 1<sup>st</sup> complainant*

Signed: .....  
*Signature of 2<sup>nd</sup> complainant (if applicable)*

Print name:.....

Print name: .....

Date: .....

Date: .....

Thank you for providing the above information. Upon receipt by us, a copy of this form and accompanying documentation will be sent to the other party for their response which will be required within seven (7) working days following receipt of formal notice from the Association. All information provided by both parties will then be assessed by the RANZ Disputes Committee with an assessment report on their findings sent to you within five (5) working days thereafter. During the interim period after lodgement of your written complaint and receipt of the assessment report, dependant upon the situation, RANZ may or may not instigate some action. As noted above, the Association's costs will commence once the response from the member has been received at which stage formal investigation of the complaint/dispute and will begin and relevant action (if any) taken.