



Frequently Asked Questions

1 *Is my complaint confidential?*

Your initial enquiry will be kept confidential by the Association staff and the Complaints Panel members involved in that it will not be disclosed to anyone, other than the member you are complaining about, who will be notified of your complaint, given a copy of it and given an opportunity to respond. That will include the complainant's identity.

2 *What about Conflicts? I do not want someone who is connected with the party being complained about being involved in deciding my complaint.*

The complaint is dealt with by the Complaints Panel and all Members of the Panel are required to disclose a conflict of interest should one arise. A conflict of interest would arise if they had for instance acted for the member or for you in a legal or other capacity. There are sufficient numbers of Panel members to bring in a fresh member should there be a conflict of interest.

If you have any further questions regarding complaints or assistance from the Franchise Association please call us on 09 274 2901 or email: contact@franchise.org.nz