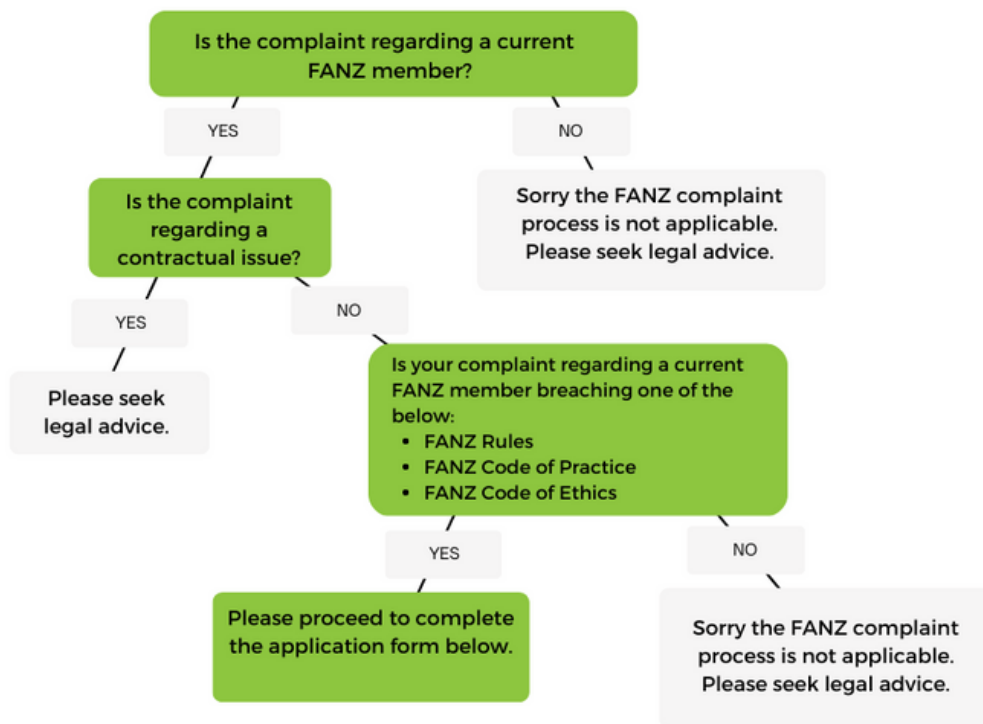


# COMPLAINT LODGEMENT FORM

## AGAINST A FANZ MEMBER



### Is the FANZ Complaints process right for you?



To lodge a complaint against a FANZ member this form should be completed, signed and returned by email to [complaints@franchise.org.nz](mailto:complaints@franchise.org.nz).

By signing this form, the Complainant confirms that all information below is true and correct to the best of the Complainant's knowledge and :

- Acknowledges that the FANZ complaint management process is confidential.
- Agrees not to make any public comment about a complaint whilst it is investigated by FANZ.
- Consents to a copy of this form and any attachments being provided to the Member and to all officers of the FANZ complaints panel.
- Acknowledges that this form is accepted by FANZ solely on the basis that the Complainant agrees that neither FANZ, the FANZ Complaints Panel nor any FANZ employee or representative shall have any liability to the Complainant in relation to the complaint or any matter arising out of or connected with the complaint.
- Acknowledges that the FANZ complaint process deals only with breaches of FANZ Codes or Rules and does not provide for any monetary compensation.
- Consents to the FANZ Member providing provisional information about me to FANZ when responding to and for the purposes of this complaint and consents to FANZ holding and using such personal information for the purposes of this complaint.

Signed by Complainant \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_ 202

Franchise Association of New Zealand Inc

4 Whetu Place  
Rosedale 0630

PO Box 33 676, Takapuna  
Auckland 7470

P: 09 274 2901  
E: [info@franchise.org.nz](mailto:info@franchise.org.nz)  
W: [franchiseassociation.org.nz](http://franchiseassociation.org.nz)

NZBN 9429042904007

# COMPLAINT LODGEMENT FORM

AGAINST A FANZ MEMBER



## Person lodging the complaint ("the Complainant")

Full Name:  Address:   
Franchisee Trading Name    
(As applicable)  
Telephone:    
E Mail:

## Name of FANZ member - the subject of this complaint ("the Member")

Name:

## Brief summary of the alleged misconduct or breach

(Further details may be sent as an attachment)

Please identify the specific FANZ Rule number/s you consider to have been breached.

Please identify the specific FANZ Code of practice number/s you consider to have been breached.

Please identify the specific FANZ Code of Ethics you consider to have been breached - detail specific wording.

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# COMPLAINT LODGEMENT FORM

AGAINST A FANZ MEMBER



\*A copy of the FANZ Rules, Codes of Practice and Code of Ethics can be found at the following link : <https://franchiseassociation.org.nz/rules-and-codes/>

Have you formally notified the Member of this complaint? Yes  No

Has the Member responded to your notification?  
(If YES, please attach the general nature of the response to your complaint submission) Yes  No

Have you referred this complaint to any other body? Yes  No

Have legal proceedings commenced? Yes  No

Franchise Agreement is attached Yes

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