



## Frequently Asked Questions

### **1 *Is my lodged complaint confidential?***

Your complaint lodgement will be kept confidential by the Association staff, the Complaints Panel members involved, and the FANZ Board. It will not be disclosed to anyone else, other than the member you are making a complaint against. The member will be notified of your complaint, given a copy of it and given an opportunity to respond in line with the published Complaints process.

### **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 reviewed 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 Panel members to call on for the panel, should there be a conflict of interest.

### **3 *How long will it take to review my complaint?***

Due to the nature of the complaints process it does take a reasonable amount of time to allow each party to submit information and then for the panel to review the information. Please refer to the Complaints process outlined on our website for further detail.

### **4 *What if I am unhappy with the outcome of my complaint?***

The FANZ Board decision on any breaches regarding FANZ Rules or Code of Practice and Ethics would be final. We would recommend that you review other options for dealing with any other concerns you may still have. These may include mediation, or other legal avenues.

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