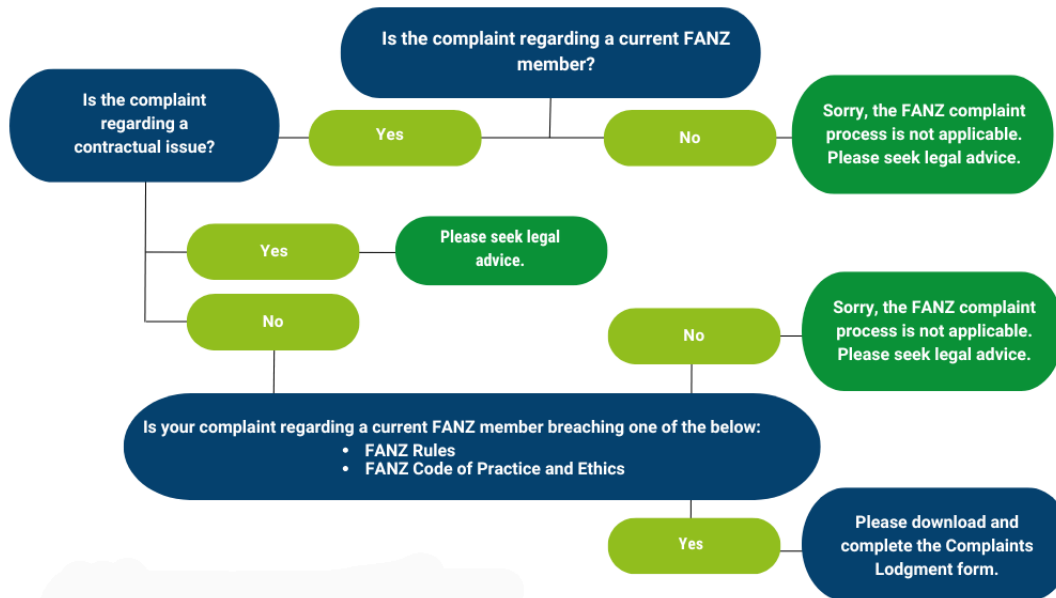


Is the FANZ Complaints process right for you?



Lodge a complaint with FANZ Yes or No?



To lodge a complaint regarding a FANZ member this form should be completed, signed and returned by email to 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 under review with 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 the FANZ Board, 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 the complainant 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

COMPLAINT LODGEMENT FORM

AGAINST A FANZ MEMBER



Person lodging the complaint ("the Complainant")

Full Name:	<input type="text"/>	Address:	<input type="text"/>
Franchisee Trading Name (As applicable)	<input type="text"/>	<input type="text"/>	<input type="text"/>
Telephone:	<input type="text"/>	<input type="text"/>	<input type="text"/>
E Mail:	<input type="text"/>		

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 and Ethics number/s you consider to have been breached.

COMPLAINT LODGEMENT FORM

AGAINST A FANZ MEMBER



*A copy of the FANZ Rules, Codes of Practice and 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

Franchise Association of New Zealand Inc

P: 09 274 2901

E: complaints@franchise.org.nz

W: franchiseassociation.org.nz