



Auckland Painting Contractors Association Inc.
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WORKMANSHIP COMPLAINT/MATTER OF CONCERN.

PLEASE NOTE

- Accuracy is essential.
- All sections of form **MUST** be completed.
- Please attached copy of quotation if available
- Please return completed form to the above address or email

Date: _____

Complainant's Details

Name: _____

Address: _____

Home Ph Number: _____

Mobile: _____

Email Address: _____

Painting Contractor Details

Name: _____

Business Name: _____

Contact Ph: _____

MPNZA ADVICE TO CONSUMER/COMPLAINANT

- 1/ in the first instance address your concerns directly with the contractor in attempt to seek resolution
- 2/ document all discussions and agreements made with the contractor while seeking resolution
- 3/ MPNZA can only advise both contractor and consumer/complainants and help to bring both parties to a resolution on the issue. It cannot **arbitrally** decide on what is required to fix an issue unless both parties agree.

- what payments have been made to the contractor, if any

Has contractor achieved practical completion **Yes / No**

Have you supplied the contractor with a written defects list? **Yes / No**

If yes, please attach a copy

Please confirm that to the best of your ability the information provided is both true and correct.

Signed: _____

Name: _____

Date: _____

Process for dealing with complaint:

- 1/ Consumer Lays complaint with Association.
- 2/ Consumer advised of process of complaint procedure in writing
- 3/ Association contacts member to advise of complaint (forward copy of complaint) and arrange for contractor to seek resolution with Consumer. Follow up in writing by email.
- 4/ Association seeks assurance from contractor that matter is resolved (within 3-5 working days).
- 5/ Association advises consumer of discussion with contractor.(within 3-5 working days)
- 6/ Consumer advised of solutions available if complaint not resolved.
- 7/ Independent report called for– consumer advised of cost involved
- 8/ Discussion/advice to contractor and consumer on receipt of the report
- 9/ Dispute Resolution service...disputes tribunal??
- 10/ Meeting with Contractor to discuss continued Association membership/disciplinary proceeding if warranted.