

## NFA COMPLAINT INSPECTION PROCESS

The National Flooring Association has a Flooring Inspection service available. Following is a description of the process that will be followed. Please review this process, and if you would like to have an inspection carried out, then proceed to the "Complaints Inspection Application Form". Be sure to read "Guideline" in order to obtain the most benefit from having an inspection carried out.

### COMPLAINTS INSPECTION PROCESS

- 1." Fill out the attached Application Form.
- 2." Send the Application form to one of the following
  - " Fax: 03 352 1429
  - " Email: [flooringinspections@orcon.net.nz](mailto:flooringinspections@orcon.net.nz)
  - " Postal: NFA Inspections. PO Box 20319, Bishopdale, Christchurch
- 3." Your application will be reviewed by the National Flooring Association Complaints Inspection Coordinator.
- 4." You will be contacted by the Complaints Inspection Coordinator, who will advise you if the inspection can proceed, plus confirm the cost of the inspection.
- 5." If approved, the following process will follow:
  - 6." You will be asked to provide additional information relevant to the complaint.
  - 7." You will be required to forward full payment for the inspection. (*Payment must be received before the inspection process can proceed further*).
  - 8." An Inspector or Inspectors will be appointed.
  - 9." You will be contacted by the Inspector to arrange a suitable time to carry out the inspection.
  - 10."The Complaints Inspection Coordinator will contact the other involved party, to advise them that an inspection has been commissioned, and request that they provide in written form, any information that they feel may be relevant to the inspection.
  - 11."The inspection will be conducted by one or two inspectors representing the National Flooring Association.
  - 12."The inspectors will draft a report and forward it to the Complaints Coordinator.
  - 13."The Complaints Coordinator will finalise a report based on all of the available information.
  - 14."The final report will be released.

### GUIDELINE

If you have decided that commissioning an inspection report is the best way to resolve an issue, then it is recommended that you advise the other involved party of your intention, and gain written agreement for both parties to abide by the independent findings of the inspection report. This will ensure that a resolution is achieved.

## COMPLAINTS INSPECTION APPLICATION FORM (Initial)

Your Name: \_\_\_\_\_

Company: *(If applicable)* \_\_\_\_\_

Postal Address: \_\_\_\_\_

Email Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

Installation Address: \_\_\_\_\_

Date of Installation: \_\_\_\_\_

Total value of Installation: \$\_\_\_\_\_

Nature of Complaint: \_\_\_\_\_

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\_\_\_\_\_  
\_\_\_\_\_  
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\_\_\_\_\_  
\_\_\_\_\_

Other Involved Party: \_\_\_\_\_

Contact Details: \_\_\_\_\_

Relationship: \_\_\_\_\_

Brief description of  
steps taken to resolve  
this situation: \_\_\_\_\_

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