

# Complaints Process for Master Joiner Members



The Master Joiners' Code of Ethics outlines the commitment to quality workmanship, acting with integrity and being fair to customers.

In times of dispute, a quality complaints process increases the chances of early resolution. To support our members in times of a complaint, the Master Joiners Complaints Process will provide guidance and support in pursuit of an early resolution. Early resolution saves time, money and improves the customer experience.

This document provides key steps for the Master Joiner Member to take care of complaints early, and provides a checklist for use when attending to complaints.

At any time during the complaint process, Master Joiner members can contact the Resolution Institute for guidance. Contact the NZJMF for all available options.

You can inform the client that at any stage they may also refer their complaint to the New Zealand Joinery Manufacturers Federation, they can download the Consumer Complaints Procedure from the Master Joiners website. It is advisable to tell your client to use the Master Joiners Disputes Process first rather than any other course of action to resolve the complaint. If they take other avenues to try to resolve a complaint the Master Joiner Complaints Process may not be available.

The Master Joiner Complaint Process has 3 simple steps to handling a complaint.

1. Acknowledge receipt of the complaint and inform your client of what will happen next. Download and start the Complaint Process Checklist. (next page).
2. Attempt early resolution or commence further investigation of the complaint.

Consider as many options as possible for early resolution and be aware of alternatives to reaching a resolution.

Ensure you are clear on the outcome the client wants and if not ask them. If there is a list of complaints, they may be ok if not all items are addressed – the problem may be smaller than you think.

Do not bury your head in the sand, start this three-step process it is easy and will be beneficial to all.

Showing a complainant that there is a robust complaint process to follow may result in better communication or even restart any stalled communication.

3. No Resolution! contact the NZJMF for suggested further actions, advise the client of the NZJMF becoming involved and that, they will be the new contact.

Once a complaint is resolved or closed, take time to consider what may have been done to avoid the complaint or obtain an earlier resolution. This analysis will help to improve how you run your business.