

FairWay complaint form

FairWay's service charter sets out the standards of service that customers can expect from us.

If you wish to make a complaint, please complete the form below. We will do all we can to help you, and your feedback or complaint will help us to improve our systems and processes.

If your concern relates to information about your case/dispute our Complaints Investigator will ensure this is sent to our Service Delivery Team or the relevant contact person.

You can make a complaint about:

- the conduct of the people who handled your case/dispute
- the service we gave to you (you may wish to refer back to our *Customer Service Charter* available on our website).

Please note that we cannot investigate:

- the correctness of any direction, decisions or agreements made in your case/dispute
- what occurs within a mediation, as this is a confidential process.

For many of the dispute schemes we run there are specific appeal options available through the Courts and Tribunals. Please refer to <http://www.justice.govt.nz>

If your complaint is referred to a dispute practitioner's professional membership body, we will let you know. A referral will be considered for concerns raised regarding professional practice.

The process for making a complaint

Please complete the form below and post it to:

FairWay Complaints Investigator

PO Box 841

Christchurch 8140

You can also email it to fairwayinfo@fairwayresolution.com

Please let us know the best way to get in touch with you.

Your details	
Name	
Preferred contact	<input type="checkbox"/> Post <input type="checkbox"/> Email <input type="checkbox"/> Phone
Address	
Email	
Phone	

The Complaints Investigator will let you know when we have received your complaint. We will consider your complaint, consult with the appropriate people and let you know the outcome. This will generally happen within 15 working days. We will let you know if we need more time to carry out an investigation.

In some cases/disputes, we may wait until your case is concluded before investigating. This is to ensure the independence of the dispute resolution process. We will let you know if this needs to happen.

Complaints about the conduct of our people

You can complain about the behaviour and conduct of anyone at FairWay. Please give specific details of the behaviour or conduct.

When considering conduct, you should be aware that sometimes it is necessary for the dispute practitioner to be assertive. For example, sometimes people will be asked not to interrupt, or to comply with directions. Our people do their best to get the right balance between informality and legality, and to allow each party to be heard.

Please describe your complaint

Complaints about our service

You can complain about the service we gave to you. Please give specific details about what occurred.

Please note that we cannot investigate the correctness of any direction, decisions or agreements made in your case.

Please describe your complaint