

FIRE FIGHTING EQUIPME TRADERS ASSOCIATION

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COMPLAINT FORM

FFETA will receive and consider a complaint from affected parties and deal with it through the Executive Committee when these matters relate to issues of competence or conduct.

FFETA will only consider complaints that specify the part(s) of the Code of Ethical Conduct that has allegedly been violated, or where the conduct of a member is considered, in the opinion of the Executive Committee, to bring the industry or Association into disrepute. A copy of the Code of Conduct is attached hereto.

The complaints procedures are in place to deal with substantive issues of conduct and behaviour.

A complaint to FFETA is an attempt to resolve a dispute with a FFETA member in order to avoid litigation. FFETA will not consider any complaint relating to the contractual performance of a member, commercial management, accounting claims or any Member's office procedure, except if they relate to ethical behaviour under the Association's Code of Ethical Conduct.

A complaint may be made by any individual or entity concerning any Member or their employees.

The complaint shall be in writing and be signed by the Complainant.

The complaint shall be addressed in the first instance to the Chairperson of FFETA.

The complaint shall set out particulars of the alleged breach and detail the specific sections of the Association's Code of Ethical conduct allegedly breached. It shall include any documentation or other supporting evidence relevant to the act or omission which the Complainant alleges is breaching the Code of Ethical Conduct.

Penalty Imposed

- Subject to the outcome of any appeal relating to the determination of the hearing, in the case of a breach, the Executive Committee shall recommend a penalty consistent with both the gravity of the breach and previous penalties for similar breaches.
- If the complaint is upheld and a breach has been proven, the Executive Committee may impose one or more of the following penalties:
 - Formal apology to Complainant
 - Instruction to the Member to ensure the make good of the issue in dispute
 - Publication of name in FFETA newsletter and website
 - Fine to cover the disciplinary hearing costs
 - Suspension of membership of the Association
 - Expulsion from the Association

- The penalty is not subject to appeal.

One separate form must be completed for each complaint and for each person against whom a complaint is brought. This form must be filled out stating as much detail as possible.

The person lodging the complaint must sign at the bottom right hand corner of each page as well as the affidavit on the last page.

1. Complainant's details:

Title:

Name: _____

Physical Address: _____ Code: _____

Postal Address: _____ Code: _____

Contact Telephone Number _____

Cell number: _____

E-mail address: _____

2. Details of the FFETA member against which the complaint is lodged:

Name of company: _____

Name of person dealt with at company: _____

Physical address of company: _____

Postal address: _____

Address where the evidence can be inspected: _____

3. Have you tried to resolve this complaint with the FFETA member before submitting the complaint to FFETA? YES / NO (encircle the applicable answer)

If YES, please complete:

Date complaint first submitted to the FFETA member: _____

Response from the FFETA member: _____

4. Were you satisfied with the outcome? Yes/ No (encircle the applicable answer)

What do expect FFETA to do? _____

5. Was the FFETA member appointed to perform specific work? YES/NO (encircle the applicable answer)

If YES, please attach the quotation.

Was the work as specified in the quotation implemented? YES/ NO (encircle the applicable answer)

Which component of the quotation was not implemented satisfactorily?

6. When did you become aware of the alleged misconduct by the FFETA member?

7. Were you charged for and issued an invoice for the work that was done that is now in question? YES/ NO (encircle the applicable answer)

If YES, please attach a copy of the invoice relating to the complaint and any other communication pertaining to this complaint. (Emails, Letters, Notes, Registers etc)

8. Nature of complaint:

List the alleged transgressions/ faulty workmanship/ matter of the complaint:

1	
2	
3	
4	
5	
6	
7	
8	
9	
10	

9. Do you have evidence (for example photos, videos) of the alleged misconduct? YES/ NO (encircle the applicable answer)

If YES, please attach.

10. Please state the full particulars of persons who will be able to give evidence at an investigation on behalf the owner(s) of the fire equipment:

Name & surname	Landline	Fax number	Cell number	E-mail address

Declaration of consumer/company/firm/institution where alleged transgression took place:

I,
full name, surname and ID number of person who can legally represent the owners where the alleged misconduct/transgression took place), the undersigned, herewith confirm that I represent
(Name of the owners) in this matter and that we wish to lay a formal complaint:

1. I confirm being legally authorised to bring this complaint.
2. I confirm that we will ensure that the person/s who can give evidence pertaining to the nature of the complaint shall attend any hearing that FFETA may set down to investigate the matter to give evidence.
3. I confirm that all attached independently sealed evidence such as photo's, video's, documentation and/or equipment (sealed by South African Police, other official functionaries), as well as this documentation is true.
4. I understand that FFETA shall be held blameless of any form of injuria should any evidence or documentation submitted by me prove to be falsified or not represent a true picture.

I, herewith confirm thathas the power of attorney to deal with the matter on behalf of the Complainant, if applicable.

SIGNED ON THEDAY OF THE MONTH.....OF THE YEAR
.....

AT
(Town /City where signed)

.....
Signature

Witnesses:

1. Name:

Signature: Date:

2. Name:

Signature: Date:

FFETA CODE OF CONDUCT

Preface

FFETA promotes high standards in equipment, workmanship, maintenance and service to the public – and ethical conduct within the industry. We also take the responsibility of eradicating any harmful business practices that might affect the industry.

Context

FFETA Code of Conduct outline the essential principles required to successfully maintain professional integrity and quality within the industry. The Code of Conduct has been drafted in order to establish a key foundation in an industry that is growing bigger as the country continues to development.

- Members hold the responsibility of Analyzing their own ethical rules and guidelines to ensure compliance.
- Each member is responsible for employee compliancy.
- Each member is required to be informed about development and changes in the industry.
- Participation in meetings and related activities is advised.

The Purpose of this code of conduct is to protect integrity and reputation.

Code of Conduct

Honest and Ethical Conduct:

All members of FFETA must act in accordance with the highest professional standards: exhibiting professional integrity, honesty and ethical conduct.

Safeguard the reputation of the industry and Association, and avoid illegal trade practices.

Fair Dealing:

Each member should deal fairly with customers, suppliers and competitors. Members should refrain from taking unfair advantage of any individual.

- Strive for professional excellence.
 - Keep up to date on emerging issues and potential problems.
 - Keep up with legislative developments.

Compliance with Laws, Rules, and Regulations:

All Members shall comply with all applicable laws, rules, and regulations i.e. conforming to SABS requirements: acquire the relevant certificates from regulatory bodies, such as FFETA, as proof of competency and qualification.

- Each Member must respect the law, rules and regulations.
 - Understand and apply legislation.
 - Work to improve and change laws and policies.
 - Prevent all forms of corruption or illegal activities.
 - Respect and protect the client.

Compliance with Code of Conduct:

Compliance of the applicable laws, rules or regulations or this Code of conduct is mandatory, as it determines the integrity and reliability of the industry as a whole.

- Members must take responsibility for their own errors.
 - Be accountable.
 - Be responsible.
 - Be transparent.

Violations of this Code of Conduct will result in disciplinary action