



Window & Glass Association NZ

Compliments, Suggestions, and Complaints Policy

The Window & Glass Association NZ is the body representing association members and individual companies covering glass processors, window manufacturers, merchants, glaziers and suppliers of supporting machinery, services and materials.

Choosing a Window & Glass Association NZ member provides important benefits that lead to greater peace of mind, better building performance, and better long-term support for your window, door and glass manufacture and installation.

Window and Glass Association policy

Our Association welcomes compliments, suggestions, and complaints.

At the Window and Glass Association we believe that each of these forms of feedback enables us to improve and extend the services we offer and enables our Members to engage in continuous improvement in their delivery of high quality and professional services.

The Association commits:

- to listen carefully, to ask questions respectfully and to respond appropriately in a timely manner
- to keep appropriate records
- in the case of complaints:
 - to address them without bias and to follow the principles of natural justice
 - to maintain confidentiality about the people concerned, the content of the complaint and the process used to resolve it, unless required by law to do otherwise
- to keep those involved informed of the progress of the complaint
- to apply a clear internal procedure so that all complaints are addressed in a fair, consistent and timely manner
- to reflect on and learn from feedback and, as a result, to initiate appropriate steps to lead to improved delivery of our and our Member's services.

What you can expect

If you have a compliment or complaint, we want to hear about it.

With regard to complaints, to ensure reasonable currency, documentation and memory of the matter, we will address only those matters raised within 6 months of your experience of the service with the our member, or for a product complaint within the warranty period.

Please give us your compliments, suggestions or complaints by telephone, in person or in writing in an email or a letter. If you talk to us first about it, sometimes we will ask for more information in writing.

We will respond to you courteously and as promptly as is reasonable depending on how complicated the matter is that you have raised.

Compliments and suggestions

If you give us a compliment or a suggestion, we will make sure that we pass it to the relevant company. We will also think about how we can continue doing whatever it is that you have complimented us on, and how we can learn from suggestions to improve other areas of our services.

Complaints

If you make a complaint about a Member we will implement our member complaint process. We can not assist with complaints regarding companies who are not members of the Window & Glass Association.

Our process

Our member complaints process is a confidential one. This means anything discussed or agreed to during the process remains confidential and cannot be used in any other forum, disseminated to other people or placed on any form of social media. You will be asked to agree to the confidentiality of the process.

The process is a transparent one. This means anything you provide us will be shared with the member who is subject of the complaint.

The process requires the complainant to be honest, courteous and respectful, of the process and the outcome.

The other important matter is that the CEO will need to know the outcome or resolution you are seeking. You will be asked to provide this information.

The Association will actively work to achieve a resolution of the complaint.

The Association's role is primarily on of facilitator and wherever possible we will encourage the parties involved to resolve the issue between themselves. The Associations involvement may extend to advice, review, mediation, escalation to the Board.

The Association does not get involved with complaints that involve legal action and will leave the Disputes Tribunal and Courts to decide.

The Association will not accept anonymous, frivolous, or vexatious complaints.

Outcomes

The outcome of your complaint can vary and may include:

- A notification to the member only.
- No further action - with an explanation as to why.
- Guidance to refer your complaint elsewhere if a different forum is more suitable.

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- An undertaking by the member to change parts of their process and service or undertake rectification work.
 - Further training for the member.
 - Removal of Windows and Glass Association membership – used only in very serious cases.

We will maintain regular contact with you and with the Member to keep you each informed of progress, to provide any reasonable assistance and, as far as possible, to make sure that you are satisfied with the steps that Windows and Glass Association has taken. We will apply a clear internal procedure so that all complaints are addressed in a fair, consistent and timely manner.

Timings

Our process aims to deal with complaints as efficiently as possible. On average this can take between four and eight weeks.

How to contact us

Please complete the Contact us form on our website or email the CEO directly (details on the Contact Us page of our website).