

Association of Fencing Industries (AFI) Complaints Procedure

This procedure is designed to help members of the Public who have a complaint about the workmanship or service provided by a business registered through the Scheme provider Association of Fencing Industries business.

Complaints about scheme registered business are covered under the relevant dispute resolution provisions.

All members of AFI who are also a registered business of TrustMark must adhere to the Terms and Conditions which include specific provisions in relation to handling complaints and in relation to complaints.

How To Complain

In order to make a complaint about a registered business please email: info@theafi.co.uk

Tel 0203 772 0617

Or write to us.

Association of Fencing Industries
High Beeches Cottages
High Beeches Lane
Haywards Heath
RH17 6HQ

Complaints should clearly specify the following:

- Your full contact details including Name, address, Telephone number and email where available.
- Name and registration number of the business registered under the AFI.

Details of Resolutions sort with business, as the AFI and TrustMark can get involved if this process has been ignored.

- The nature of the complaint and include photographs, copies of any existing correspondence.

All complaints are treated in confidence, although details may be passed to third parties for further Investigation or Advice. All complaints are logged Immediately on receipt, and an acknowledgement sent.

Complaints Handling

Dependant on the nature of the complaint, the AFI will refer to their complaints policy, that state that we will hold you the Business Accountable to initially contact the Customer and give you the Business an opportunity to rectify the situation, or, where business is no longer trading, pass the information onto the Guarantee provider.

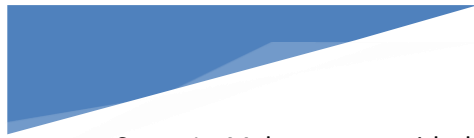
The business, guarantee provider or the AFI will then investigate and report their findings within one-month, detailing findings from the inspection, in a report, with conclusion and recommendations.

Where remedial works are recommended, then these will then be arranged by the business that carried out the works or through the AFI as appropriate.

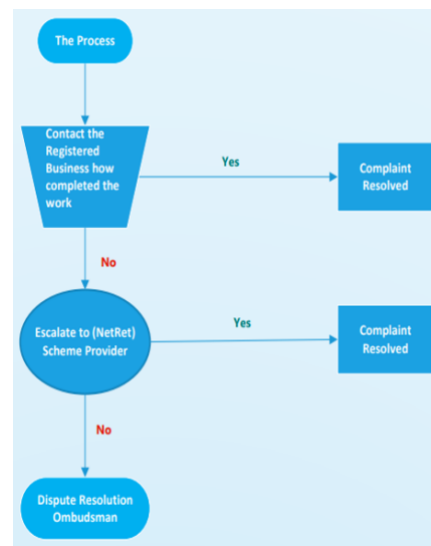
Our Dispute Resolution Process

The steps below outline the three-stage process for you to follow if you have a dispute with a TrustMark Registered Business.

Each step must be completed in the order shown and no step should be skipped



- Stage 1 - Make contact with the Registered Business that carried out the work
- Stage 2 - Escalate to the AFI Scheme Provider
- Stage 3 - Dispute Resolution Ombudsman



If your dispute remains unresolved after the previous two stages, you may escalate your complaint to the Dispute Resolution Ombudsman (DRO) provided the following criteria have been met:

- You have raised your dispute with the TrustMark Registered Business. (Stage 1).
- You have escalated the dispute to the business's Scheme Provider. (Stage 2)

If you approach the DRO without previously escalating your complaint to the Scheme Provider you will be directed to TrustMark who will signpost you to the appropriate Scheme Provider. The Scheme Provider will then have an additional 30 days to investigate the dispute.

- You have either:

(a) received a final response from the TrustMark Registered Business and/or Scheme Provider and you are still not satisfied with the response

(b) 12 weeks have elapsed since you made your initial complaint.

The dispute is escalated to the DRO within 12 months of a final response from the Registered Business and/or Scheme Provider.

The Dispute Resolution Ombudsman (DRO) cannot consider complaints if:

- Your complaint is against a business that has entered into administration, liquidation or who has ceased trading.
- Your complaint is either for works not covered by the business's registration, the business is not currently registered with TrustMark or was not registered with TrustMark at the time of the works were undertaken.
- Your complaint is not made as, or on behalf of, a private individual.
- Your claim is in relation to commercial disputes (such as financial or contractual) or claims for compensation.
- Your complaint is being or has been dealt with by a court or another tribunal/Ombudsman scheme or you have previously accepted a resolution via a Scheme Provider's ADR service as full or final settlement, or previously entered into a binding ADR process such as arbitration.
- Legal action has been instigated by either, the consumer the Registered Business as a result of the complaint.

Further information on the DRO and how they can help you can be found here:

<https://www.trustmark.org.uk/homeowners/if-things-go-wrong>

<https://www.disputeresolutionombudsman.org/page/dispute-resolution-for-trustmark>