

Complaint Form

YOUR DETAILS	
Name:	
Postal Address:	
Email:	
Contact Number:	

ATAINZ MEMBER DETAILS	
Name:	
Practice Name:	
Postal Address:	
Email:	
Contact Number:	

Please note:

The complaints process does not investigate issues relating to fees. Fees charged by ATAINZ Members are a commercial matter between the member and their clients and are outside of ATAINZ's jurisdiction.

Should you require more space to complete your complaint, simply attach additional pages.

ATAINZ Code of Ethics

Please give full details of which article of the ATAINZ Code of Ethics that you consider the ATAINZ Member has breached:

- 1. Integrity
- 2. Respecting your Clients
- 3. Service
- 4. Professional Conduct

Please give full details of how you feel the ATAINZ Member has breached the above Article(s) of the ATAINZ Code of Ethics.

Your Complaint

Please give full details of your complaint. Tell us what happened, when it happened and describe exactly what it is you are unhappy about and why. Also send copies of any relevant documentation and or correspondence.

Did you discuss the problem with your ATAINZ agent ?

Yes / No

If Yes please tell us what happened.

If not why not ?

Resolution

What would you be satisfied with as a way to resolve your complaint ? Tell us what you would like to happen.
