Our Dispute Resolution System requires us to investigate any complaints made against a Member and respond accordingly. The purpose of this letter is to inform you of the process we will undertake in dealing with the complaint and what we can do to assist you to resolve any disputes.

The AGWA is committed to ensuring that we handle complaints and requests for dispute resolution fairly, efficiently and effectively, and that complaints made against a Member are dealt with within a reasonable time frame.

It is our intention that AGWA Members who have had a complaint made against them will be:

* provided with information about our complaint handling process
* provided with multiple and accessible ways to resolve complaints
* listened to, treated with respect and actively involved in the complaint process where possible and appropriate, and
* provided with reasons for our decision/s and any options for redress or review.

We will take all reasonable steps to ensure that Members who have had a complaint made against them are not unfairly or adversely affected because a complaint has been made and to support its Members in resolving disputes.

Your immediate attention to this matter is required and a response requested within 14 days

Under the AGWA Dispute Resolution Procedures, you have a number of options available to you in managing this complaint:

1. You may respond to the complaint by stating your position. If you feel the complaint is not reasonable or legitimate, please provide further information addressing the issues raised, or otherwise if you consider the complaint is valid, please advise what remedial action you will take.
2. If you are confident your products (or installation) are not defective, or if you are unsure how to deal with this matter, you can elect for the AGWA to undertake an Independent Inspection on your behalf, where an Accredited Inspector will attend site and determine if there is any merit to the complaint, and what (if any) remedial action is required. It is usually advisable that you attend site with the Inspector to answer any questions and provide advice on any issues that are identified.
3. Alternatively, you may decline assistance from the AGWA, and take this advice as notification of a complaint, in which case we will advise the complainant that you do not wish to enter into any dispute resolution. Please bear in mind however, that where any complaint is deemed to be of a serious nature, or a breach of the AGWA Code of Conduct, such refusal may be referred to the AGWA Board of Directors for consideration.