



THE BUY NZ MADE CAMPAIGN LTD

COMPLAINT FORM

WHAT AND WHO IS THIS COMPLAINT ABOUT

Company is using the logo who is not a member

Company is a member and using the logo on a product that is not NZ Made

Name of offending company

Contact details (if known) of offending company

Contact name (if known)

NON MEMBER USE OF LOGO COMPLAINT

DETAILS OF COMPLAINT (PLEASE BE AS SPECIFIC AS POSSIBLE)

Product or service name the logo was used on or in conjunction with

How was the logo displayed

What date(s) was the logo displayed

What proof can you provide?

MEMBER USE OF LOGO COMPLAINT

DETAILS OF COMPLAINT (PLEASE BE AS SPECIFIC AS POSSIBLE)

Product or service name the logo was used on or in conjunction with

Why do you think this product or service does not comply with the rules of the Fair Trading Act for country of origin labelling?

Can you provide any further information or proof of use of logo?



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COMPLAINTS RECEIVED BY BUY NZ MADE ABOUT USE OF THE TRADE MARK BY A MEMBER

18 Buy NZ Made shall follow the following procedures in relation to complaints where the complaint involves use of the Trade Mark by a member:

- i) Buy NZ Made will send the member a notice advising of the complaint and asking for the member's response within 14 days.
- ii) The member will respond to Buy NZ Made within 14 days, attaching evidence to support its compliance with these rules.
- iii) Buy NZ Made will evaluate the member's response to determine whether the complaint is valid or insufficiently addressed by the member.
- iv) Buy NZ Made may require the member to undergo a compliance audit, conducted in accordance with these rules.
- v) Should the complaint be valid or the compliance audit find the member is not complying with these rules, Buy NZ Made may impose the sanctions detailed in these rules against the member.

COMPLAINTS RECEIVED BY BUY NZ MADE ABOUT THE USE OF THE TRADE MARK BY NON-MEMBERS

19 Buy NZ Made shall follow the following procedures in relation to complaints where the complaint involves use of the Trade Mark by a non-member

- i) Buy NZ Made will write to the non-member setting out the circumstances under which the Trade Mark may legally be used, and asking the non-member to rectify the situation.
- ii) If the complaint is not resolved within one month of the initial complaint being received, Buy NZ Made may have recourse to other action, including legal action and referral of the complaint to the appropriate authorities.

COMPLAINTS RECEIVED BY MEMBERS

20 Where a member receives a complaint about its use of the Trade Marks, it will respond to the complainant in writing within 14 days of receiving the complaint. The member will take all reasonable steps, in good faith, to resolve the complaint directly with the complainant.

- i) A copy of the complaint and response must be provided to Buy NZ Made at the same time as the member responds to the complainant.
- ii) In its response to the complainant, the member will explain the basis, if any, upon which the claim in question is justified and/or what corrective action has been taken to remedy the complaint, if any.

**DATE OF
COMPLAINT**



THE BUY NZ MADE CAMPAIGN LTD COMPLAINT FORM

YOUR NAME

COMPANY

POSTAL
ADDRESS

EMAIL

CONTACT
PHONE(S)

Please retain a copy of this complaint for your records and

email this complaint to: tsnow@buynz.org.nz

Or fax to: 04 496 6555

Or post to: P.O. Box 1925, Wellington 6140

OFFICE USE ONLY

DATE
RECEIVED

BY

NOTES

ACTION

RESOLUTION