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**CODE OF PRACTICE COMPLAINT**

**RESPONDENT FORM**

***Pursuant to Rules of Procedure 2.1 appendix 1***

*All references given in this document relate to the Code of Practice (Provisions, Clauses & Definitions) and Rules of Procedure*

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| Section A. Details of the complaint | |
| **Case Ref (to be entered by NOAH office)** |  |
| **Complainant** |  |
| **Respondent** |  |
| **Promotional material or activity which is the subject of the complaint.**  *Please identify versions/publication dates if there have been revisions or amended versions published* | *INSERTED BY SEC BASED ON Cx SUBMISSION/FORM.* |
| **Publications or events in which the promotion(s) have been used, giving dates** | *INSERTED BY SEC BASED ON Cx SUBMISSION/FORM.* |

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| Section B. Statement of Arguments/Response | |
| **Items – Statement of arguments in response to the details of the complaint**  **‘**Items’ are defined as an individual statement, form of activity by a company, or a promotional graphic under complaint (Provision m)  **The final number of items will be decided upon by the Secretary of the Code.**  Please note the charge payable for a complaint to be determined by the Code of Practice Committee is determined by the number of items raised. (Rule 1.6) | |
|  | |
| **Item 1** | |
| **Details which are the subject of the complaint e.g strapline, quote or claim (not exhaustive list)** | *INSERTED BY SEC BASED ON Cx SUBMISSION/FORM.* |
| **Code Rule or Clause alleged to have been breached by the above item** | **Response to ground of complaint** |
| *E.g 4.1* | *INSERTED BY SEC BASED ON Cx SUBMISSION/FORM.* |
| *Response* |  |
| *E.g 4.1* | *INSERTED BY SEC BASED ON Cx SUBMISSION/FORM.* |
| *Response* |  |
| *E.g 4.1* | *INSERTED BY SEC BASED ON Cx SUBMISSION/FORM.* |
| *Response* |  |
| **Item 2** | |
| **Details which are the subject of the complaint e.g strapline, quote or claim (not exhaustive list)** | *INSERTED BY SEC BASED ON Cx SUBMISSION/FORM.* |
| **Code Rule or Clause alleged to have been breached by the above item** | **Response to ground of complaint** |
| *E.g 4.1* | *INSERTED BY SEC BASED ON Cx SUBMISSION/FORM.* |
| *Response* |  |
| *E.g 4.1* | *INSERTED BY SEC BASED ON Cx SUBMISSION/FORM.* |
| *Response* |  |
| *E.g 4.1* | *INSERTED BY SEC BASED ON Cx SUBMISSION/FORM.* |
| *Response* |  |

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| **Item 3** | |
| **Details which are the subject of the complaint e.g strapline, quote or claim (not exhaustive list)** | *INSERTED BY SEC BASED ON Cx SUBMISSION/FORM.* |
| **Code Rule or Clause alleged to have been breached by the above item** | **Response to ground of complaint** |
| *E.g 4.1* | *INSERTED BY SEC BASED ON Cx SUBMISSION/FORM.* |
| *Response* |  |
| *E.g 4.1* | *INSERTED BY SEC BASED ON Cx SUBMISSION/FORM.* |
| *Response* |  |
| *E.g 4.1* | *INSERTED BY SEC BASED ON Cx SUBMISSION/FORM.* |
| *Response* |  |

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| Section C. Supporting Documentation |

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| Please list in the table below any supporting documentation referred to and relied upon to support your arguments.  *Please include:*   * *the promotional material under complaint,* * *SPC,* * *Peer Reviewed papers etc.*   **20 copies of the promotions in question and any relevant data sheets/SPCs (colour) must be provided.**  **\*Please highlight the relevant section(s) within the supporting papers**  . |

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| **Doc Ref** | **Document Title** | **Details** | **Relevant Page/Section** |
| C1 |  |  |  |
| C2 |  |  |  |
| C3 |  |  |  |
| C4 |  |  |  |
| C5 |  |  |  |
| C6 |  |  |  |
| C7 |  |  |  |
| C8 |  |  |  |

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| Section D. Relevant Correspondence |

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| Please list in the table below details of intercompany or third party (if applicable) correspondence  **Please list chronologically** |

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| --- | --- | --- | --- |
| **Date of correspondence** | **Format (email, letter, phonecall)** | **Sent by name/company** | **Sent to name/company** |
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| Section E. Declaration by Complaint’s Chief Executive |

**DECLARATION BY RESPONDENT**

I agree:

* this complaint has been brought to the Code of Practice Committee with reasonable expedition, and
* it is appropriate for the Committee to adjudicate upon the complaint.

I understand I will be notified of the number of items involved and the relevant fee and that the decision about the number of items of complaint will be made by the NOAH Code of Practice Secretary.

I will ensure that payment is received by the NOAH Office no later than 48 hours before the meeting and acknowledge that if payment is not received, my representatives will be unable to present.

I accept that if the parties involved settle their differences at any time after the complaint procedure has been started, the costs incurred will be split equally between the parties unless otherwise agreed by the parties.

I confirm all written material upon which we will ask the Committee to consider has been provided within this response.

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| **Signed:** |  |
|  | Chief Executive/Country Manager |
| **Company:** |  |
|  |  |
| **Date:** |  |