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**CODE OF PRACTICE COMPLAINT 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*

*Complaints should be addressed to the Secretary of the Code of Practice Committee and emailed to* [*noah@noah.co.uk*](mailto:noah@noah.co.uk)

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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* |  |
| **Publications or events in which the promotion(s) have been used, giving dates** |  |

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| Section B. Items of complaint | |
| **Items – Details of the complaint with reference to the Code of Practice**  **‘**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) | |
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| **Item 1** | |
| **Details which are the subject of the complaint e.g. strapline, quote or claim (not exhaustive list)** |  |
| **Code Rule or Clause breached by the above item** | **Grounds of complaint** |
| *4.1* | *Uses ‘safe’. Case study X supports this because…..* |
| *5.2* | *This is unfair and unbalanced because of ………….* |
| *7.3* | *Juxtaposition leads the reader to assume…….* |
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| **Item 2** | |
| **Details which are the subject of the complaint e.g strapline, quote or claim (not exhaustive list)** |  |
| **Code Rule or Clause breached by the above item** | **Grounds of complaint** |
| *4.1* | *Uses ‘safe’. Case study X supports this because…..* |
| *5.2* | *This is unfair and unbalanced because of ………….* |
| *7.3* | *Juxtaposition leads the reader to assume…….* |
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| **Item 3** | |
| **Details which are the subject of the complaint e.g strapline, quote or claim (not exhaustive list)** |  |
| **Code Rule or Clause breached by the above item** | **Grounds of complaint** |
| *4.1* | *Uses ‘safe’. Case study X supports this because…..* |
| *5.2* | *This is unfair and unbalanced because of ………….* |
| *7.3* | *Juxtaposition leads the reader to assume…….* |
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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 substantiate your complaint.  *Please include:*   * *the promotional material under complaint,* * *SPC,* * *Peer Reviewed papers etc.*   **\*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 |  |  |  |
| C9 |  |  |  |
| 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 5. Declaration by Complainant’s Chief Executive |

**DECLARATION BY COMPLAINANT**

I confirm I wish to submit the above complaint to the NOAH Code of Practice Secretary.

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.

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

\*Non-member Industry Complainant only:

I/we agree to be bound by the Rules of Procedure of the Code of Practice Committee. These are available [online](https://www.noah.co.uk/wp-content/uploads/2019/11/Code-of-Practice-Booklet-29-effective-December-2019.pdf) (copies available upon request).

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| **Signed:** |  |
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| **Company:** |  |
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| **Date:** |  |