



MEMBER

COMPLAINT INITIATION FORM

Tel: 072 852 5456 Fax: 086 411 8211

E-mail: info@fira.org.za

Website: www.fira.org.za

P.O. Box 5591, The Reeds, Centurion, 0158

Details of Complainant:

Title (Hon, Dr, Mr, Mrs, Ms): _____

Surname: _____

Full Names: _____

Identification Number: _____

Work Tel: _____ Home: _____ Fax: _____

Cell Number: _____ E-mail: _____

Details of Whom Complaint Is Against:

Name of Company/Entity: _____

Physical Address: _____

Town: _____ Province: _____

Tel: _____ Fax: _____ E-mail: _____

Details of steps taken by you to resolve complaint: _____

Details of Complaint:

No complaint can be processed without all the information required. The information submitted will be used by FIRA in the resolution of this dispute so make sure that all relevant documentation is submitted with this form (Do not send originals unless requested). I/We hereby explicitly give the FIRA mandate to forward my/our complaint and all attached documentation to the Administrator, Broker, Funeral Director (Undertaker), Service Provider, Company, Financial Institution and all necessary authorities and/or organizations relevant to this complaint, for their comment, to assist in resolving my complaint.

Even if you have submitted a complaint letter, please summarise your complaint in the space below: This summary will be used by FIRA to arrive to a conclusion of the matter.

Complainant Initial: _____

TERMS AND CONDITIONS

1. The FIRA assists active members of the Association, to resolve their complaints by investigating and making a ruling or recommendation. This service is not the same as provided by an attorney. I/we agree not to hold the FIRA or any of its staff liable for any loss or damage of any nature that I/we may suffer as a result of the FIRA accepting and dealing with my complaint.
2. The service provided by the Funeral Industry Reformed Association to **Contributing Members with Active Membership**, is free.
3. Confidentiality Agreement

My/our complaint and the documents that I/we submitted to the FIRA will be treated as confidential. The letters and documents sent to the FIRA by the Service Provider will also be treated as confidential. The FIRA has the right to decide which of the documents received by the FIRA are disclosed to the Service Provider and to me. If I/we submit a document that I/we do not want the Service Provider to see, I/we will mark it "Confidential".

Should my/our complaint be the subject of a court case or any other dispute resolving process, neither my representative nor I will subpoena the documents in my/our file, or the FIRA or any member of his staff. Neither my representative nor I will order that any of these documents be disclosed in terms of any court rule unless ordered to do so by a court of law. I/we understand and comprehend the above and confirm that it is fair and reasonable in the circumstances to protect both myself/ourselves and the other party's rights to prevent prejudice in respect of our rights.

I/we authorise the respondent to disclose any information they may have that the FIRA may require in the investigation of my/our complaint.

By my signature below, I/we agree that my complaint shall be dealt with by the FIRA on the above terms and conditions and according to the rules of the FIRA. The information provided by me/us herein is, to the best of my knowledge, true and correct. I/we understand that the submission of a false claim may constitute a crime of fraud.

Signed at _____ on the _____ day of _____ (month) 201__ (year)

Funeral Industry Reformed Association

" For the People, By the People, To the People"

**Complainant or person authorised to act on
The Complainants behalf**