

Please fill out the Complaint Submission Form. Print and sign on pages 1 and 4 and mail or fax the completed form to the address at the bottom of page 4.

Complaint Submission Form

Purpose

The HRAI Contractors Division Complaints Management Process is intended to help maintain the professionalism of members of the Heating Refrigeration and Air Conditioning Instituted in the marketplace. This process was adopted and implemented by HRAI to assist consumers who have engaged HVACR companies that employ skilled and certified trades people. All HRAI Contractor Members in good standing are required to meet HRAI Contractors Division membership criteria that include verification of: trade licenses, provincial fuel licenses, contractor licenses, worker's compensation coverage and liability insurance. Members must also agree to abide by the HRAI Members' Code of Ethics (attached).

The Complaints Management Process is designed to encourage a mutually acceptable outcome between the Member Company and complainant. HRAI's role is to facilitate communications between parties to assist in such a resolution. Should any legal action be taken by either party, this process will be terminated.

Disclaimer

Complaints that require legal intervention or disagreements that arise over pricing are outside the scope of this process. While HRAI will encourage its members to address customer complaints in a satisfactory manner, it cannot *compel* them to do so and cannot ensure the complainant that there will be any financial or other form of compensation. The maximum penalty that HRAI can impose on a member for failing to adhere to the Members' Code of Ethics is expulsion from membership in HRAI's Contractors Division.

Only complaints that are submitted on the following form with all applicable areas filled in will be accepted under the HRAI's Contractors Division Complaints Management Process.

Please note: Should a member company let their membership lapse or cancel their membership while a complaint is being examined, the complaint file is temporarily closed. Should the company attempt to reapply for membership, the complaint file is reopened and must be resolved prior to the company being reinstated as a member and/or approved via a new membership application.

I have read and I accept these terms and conditions.

Signature

Date

Confidentiality

All information gathered in the Complaints Management Process will be treated as confidential to the limit of the complainant, the member in question, the HRAI Contractors Division Board of Directors, HRAI staff, and officers of HRAI.

Revised March 2012

Please fill in all of the relevant sections of the form. The clearer and more precise the information, the easier it will be to follow up.

Name _____

Address _____

Phone Number -- Daytime: _____ Evening: _____

Name of Contractor Company _____

Have you used this company before? Yes No

How did you select this contractor? *(check all that apply)*

- Previous experience (repeat business)
- Yellow Pages advertising/listing
- Internet. Please specify source: _____
- Company advertising
- Referral by family or friend
- Other referral source. Please name source: _____

Did you check the contractor's credentials? Yes No

How many contractors quoted on the job in question? _____

Why did you select this contractor over others?

Date work was done (start/finish): _____

Type of work that was done:

- equipment service/maintenance
- equipment replacement
- new construction

Building type:

- Residential
- Industrial
- commercial

What is the nature of your complaint? Please provide a detailed description (add additional pages if necessary):

Is the contractor aware of your problem? Yes No

If yes, when did you contact the contractor?

If no, why was the contractor not contacted?

Has the contractor attempted to resolve the problem? Yes No

If yes, what solution has been offered?

In your opinion, what would it take to resolve this problem?

Release Form

I hereby declare that the above complaint has been resolved to my satisfaction

Signature of Complainant

Date

Signature of Contractor

Date

Mail or Fax to:

HRAI

Attention: Scott Papp

2800 Skymark Avenue

Bldg. 1, Suite 201

Mississauga, ON L4W 5A6

Fax: 905-602-1197



HRAI Contractors Division Members' Code of Ethics

Members of the Heating, Refrigeration and Air Conditioning Institute of Canada (HRAI) Contractors Division agree to:

- Instil the highest respect for the heating, ventilating, air conditioning and refrigeration (HVACR) contracting profession within their communities;
- Maintain strict compliance with all laws, regulations and ordinances pertaining to the HVACR industry and business operations prescribed by federal, provincial and municipal governments;
- Design, install, service and repair heating, ventilation, air conditioning and refrigeration systems in accordance with accepted industry standards;
- Develop and maintain an understanding of proper equipment selection to assure customers of safe, dependable and comfortable performance;
- Ensure that quality, honesty, integrity and good faith are incorporated as standard business practices, including but not limited to individual contractor sales, advertising and the installation and servicing of HVACR systems;
- Maintain a clean, safe, respectable and well-identified place of business commensurate with the high standards of the industry;
- Increase the safety and efficiency of the HVACR contracting industry by supporting ongoing education and training of employees;
- Develop and maintain the highest quality standards of customer service and nurture long-term relationships with customers;
- Encourage and support business development in which skilled and professional HVACR contractors are empowered to provide high-level services to consumers and end-users;
- Practice Responsible Equipment Management (REM) on decommissioned HVACR equipment; and
- Refrain from engaging in any business activity that benefits from cross-subsidisation from a regulated monopoly business.