

NHLA SALES CODE VIOLATION FORMAL COMPLAINT FORM (SCV-1)

Complete sections 1 to 3 below, and print or save a copy for your records.
Email a signed copy to d.spessert@nhla.com or fax to 901-382-6419. Alternatively, mail to:
NHLA, 6830 Raleigh LaGrange, Memphis, TN 38134 Attention: Chief Inspector



FOR NHLA USE ONLY

Date Received: _____ Complaint Code Number: _____

1 – COMPLAINANT INFORMATION (please print clearly)

Contact: _____ E-mail address: _____

Name of Company: _____

Street Address: _____

City: _____ State/Province: _____ Zip/Postal Code: _____ Country: _____

Telephone: _____ Fax: _____

2 – RESPONDENT INFORMATION

Contact: _____ E-mail address: _____

Name of Company: _____

Street Address: _____

City: _____ State/Province: _____ Zip/Postal Code: _____ Country: _____

Telephone: _____ Fax: _____

3 – COMPLAINANT REPORT (please type or print clearly a detailed account and attach additional sheets if necessary)

Signature: _____ Title: _____ Date: _____

Additional Sheets

4 – RESPONDENT REPORT (please type or print clearly a detailed account and attach additional sheets if necessary)

Signature: _____ Title: _____ Date: _____

Additional Sheets

WHY SHOULD A FORMAL COMPLAINT BE FILED?

A formal complaint should be filed when the National Hardwood Lumber Association Sales Code has been violated by buyers or sellers of hardwood lumber. Sellers are expected to deliver the ordered lumber exactly as specified in the contract or purchase order. A formal complaint should be filed if the buyer or seller fails to meet its contractual obligations. Formal Complaints are governed by the First Vice President of the NHLA, Chairman of the Inspection Services Committee of the NHLA, NHLA Mission Leader regarding the Rules. **The NHLA Sales Code is binding between buyer and seller only when it is specifically stated in the contract that it shall govern.**

WHEN SHOULD A FORMAL COMPLAINT BE FILED?

In most cases, the complainant should first make the respondent aware of the problem through a telephone call or a meeting. Many times, once the problem is brought to the respondent's attention an attempt will be made to rectify the situation. If, however, the respondent is unwilling to comply, the complainant should file a NHLA SCV-1.

Depending on the nature or urgency of the situation, NHLA may contact the respondent via telephone and make a second attempt to correct the problem. If the respondent fails to cooperate, the formal complaint will be forwarded. Submitting formal complaints in a timely manner is important. Many times a SCV-1 is received by NHLA well over a month after the problem has occurred which makes resolving the matter difficult.

Complaints that are over 90 days from receipt of shipment may be disregarded by the Chief Inspector.

SUBMITTING A FORMAL COMPLAINT

- Formal complaints will be reviewed and processed by the Chief Inspector.
- All SCV-1 forms submitted to the NHLA should be typed or printed clearly.
- The complainant filing the complaint should retain a copy for their records.
- The SCV-1 should be sent via email to d.spessert@nhla.com or fax to 901-382-6419, or mailed to:
National Hardwood Lumber Association, 6830 Raleigh LaGrange, Memphis, TN 38134 Attention: Chief Inspector

REQUIRED INFORMATION

BLOCK #1 – Include Complainant name, agency/company, address, contact person (name of person filing complaint), telephone number, and fax number.

BLOCK #2 – Be sure the name and address of the respondent are correct. Include the name of a contact person, telephone number and fax number.

BLOCK #3 – Complainant Report - Provide a detailed explanation of the problem including specific dates, telephone calls, or persons contacted.

Copies of supporting documentation previously forwarded to the respondent should be attached as well as a copy of the sales contract or purchase order. If photographs are included, be sure to keep a duplicate of each picture. Be sure to sign and date the report.

FORMAL COMPLAINT PROCESS

Once a formal complaint is submitted to NHLA, a standard letter is forwarded to the respondent along with the complaint report stating that the respondent may be in non-compliance with the Sales Code. The letter further states that a response to the complaint must be received within ten (10) days of receipt. Failure to respond within ten (10) days may be automatically interpreted as admission of violation of the Sales Code. At this time, the respondent is provided the opportunity to respond and remedy the violation.

A copy of the respondent's response is forwarded to the complainant along with a cover letter requesting the complainant to verify the respondent's comments. This form must be completed and returned within ten (10) days. Failure by the complainant to advise NHLA of the status of the respondent's remedy will render the respondent's performance file inadequate. Therefore, the complainant's written evaluation is very important in assisting NHLA in measuring the respondent's performance.

Upon receipt of the complainant's comments to the respondent's response, NHLA will make the final determination to the complaint and the file will be closed. The complaint is kept in the respondent's performance file, with a record that corrective action was taken, if applicable.