

JOHNSONVILLE UNITING CHURCH

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POLICY ON FAIR TRADING AND CONSUMER GUARANTEES

1 PURPOSE

To ensure that nothing in the sale of goods or the provision of any service is deceptive, misleading or unfair.

2 DESCRIPTION

The sale of goods and provision of services that are likely to hold Johnsonville Uniting Church (JUC) subject to the provisions of the Fair Trading Act 1986 and the Consumer Guarantees Act 1993 are:

- Marketing and selling goods and services to the public for fundraising eg garage sales, fairs, catering for external organisations for a charge.
- Providing goods and services for members or employees eg Christmas baskets, sales tables.
- Tendering or submitting a proposal for the provision of goods or services.

Note: A person does not have a right of redress against a charitable organisation in the case of goods and services supplied by the charitable organisation for the principal purpose of benefiting the person to whom the supply is made.

3 POLICY

Fair Trading

- 3.1 JUC will not engage in conduct that is misleading or deceptive or is likely to mislead or deceive.
- 3.2 JUC will not make any false representations in relation to the supply of goods and services.
- 3.3 JUC will not engage in "unfair practices".

Consumer Guarantees

- 3.4 Services provided will be of acceptable quality.

- 3.5 Services provided will comply with their description and the for the purpose they are intended.
- 3.6 Services will be carried out with care and skill.
- 3.7 Services will be carried out within reasonable time.
- 3.8 Services involving food preparation and handling will be subject to appropriate quality control procedures.

4 COMPLAINTS

- 4.1 Any complaints relating to goods and services provided by JUC will be directed to the Parish Council and a record of the complaint made. Serious complaints should be in written form.
- 4.2 If the complaint could present a risk to JUC an incident report (see 8.1 of the Compliance Manual) should be sent to the Forum of Co-operative Ventures immediately the complaint is received.
- 4.3 Complaints will be investigated within 21 days.
- 4.4 The complainant will be informed of the outcome of any investigation and an attempt made to resolve the complaint to ensure there is no repetition of the cause of the complaint.

5 REVIEW

- 5.1 This policy will be reviewed at least annually by 30 June.

Approved *Graham Cochran*

Johnsonville Uniting Church Parish Council

Date *28 May 2003*