



APPA DISPUTE RESOLUTION REQUEST

Members of APPA are required to comply with the requirements of the APPA Constitution and APPA Code Of Conduct. The Code Of Conduct includes the requirement for APPA members to willingly participate in the APPA Dispute Resolution Process (DRP) if they are named in a Dispute notified to APPA, and/or if the Member raises the Dispute.

Please read the APPA Code Of Conduct for details of DRP.

This section is to be completed by the party wishing to raise a matter for resolution through DRP.

THE PARTIES

NAME OF COMPANY LODGING REQUEST FOR DRP

Click here to enter text.

AUTHORISED CONTACT PERSON

NAME Click here to enter text.

EMAIL Click here to enter text.

PHONE Click here to enter text.

CATEGORY OF MEMBERSHIP

DISTRIBUTOR SUPPLIER DECORATOR

NAME OF OTHER COMPANY IN THE DISPUTE

Click here to enter text.

PRIMARY CONTACT FROM OTHER COMPANY

NAME Click here to enter text.

EMAIL Click here to enter text.

PHONE Click here to enter text.

MEMBERSHIP TYPE

DISTRIBUTOR SUPPLIER DECORATOR

THE DISPUTE

CATEGORY OF DISPUTE

- NOT ALL GOODS FIT FOR PURPOSE
- NOT ALL GOODS AS SPECIFIED
- GOODS NOT DELIVERED IN TIME FOR USE
- PAYMENT DISPUTE
- OTHER

PLEASE SPECIFY/COMMENT

Click here to enter text.

DATE ISSUE IDENTIFIED

Click here to enter date.

DATE ISSUE RAISED WITH OTHER PARTY

Click here to enter date.

DATE ISSUE BECAME A DISPUTE

Click here to enter date.



THE DETAILS

DETAILS OF THE DISPUTE

THE PROJECT

Click here to enter text.

THE AGREED SCOPE OF WORK

Click here to enter text.

THE SPECIFICS OF THE PROBLEM

Click here to enter text.

IF RELATED TO GOODS

WAS A SAMPLE APPROVED PRIOR TO PRODUCTION?

Click here to enter text.

DID YOU INSPECT THE GOODS BEFORE THEY WERE SENT TO THE CLIENT?

Click here to enter text.

WHAT PROPORTION OF THE GOODS ARE AFFECTED?

Click here to enter text.

HAVE YOU HAD TO REPLACE THE GOODS THROUGH AN ALTERNATE SOURCE?

Click here to enter text.

WHAT ACTION HAS YOUR CLIENT TAKEN OR REQUESTED?

Click here to enter text.

WHAT STEPS HAS THE OTHER PARTY TAKEN TO RESOLVE THE ISSUE?

Click here to enter text.

IF RELATED TO BILLING

IS THERE A WRITTEN QUOTE WITH TRADING TERMS?

Click here to enter text.

WHAT ACTION HAS YOUR CLIENT TAKEN OR REQUESTED?

Click here to enter text.

WHAT STEPS HAS THE OTHER PARTY TAKEN TO RESOLVE THE ISSUE?

Click here to enter text.

IF OTHER

WHAT ACTION HAS YOUR CLIENT TAKEN OR REQUESTED?

Click here to enter text.

WHAT STEPS HAS THE OTHER PARTY TAKEN TO RESOLVE THE ISSUE?

Click here to enter text.

RESOLUTION

WHAT DO YOU SEE AS A FAIR AND REASONABLE OUTCOME FOR BOTH PARTIES?

Click here to enter text.



EVIDENCE

PLEASE SUPPLY ALL SUPPORTING MATERIALS WITH THIS FORM

- PURCHASE ORDER/S
 - ARTWORK APPROVAL/S
 - INVOICE/S
 - EMAIL/S
 - ALL OTHER CORRESPONDENCE
 - OTHER RELEVANT DOCUMENT/S
 - SAMPLE/S OF PRODUCT
 - PHOTOGRAPHS
-

DECLARATION

I, [Click here to type name of authorised person.](#), have read and agree to the terms and conditions of the DRP as set out in the Code Of Conduct. In particular, I confirm I am authorised on behalf of my company to make this lodgement; I acknowledge that the information I provide will be shared with the other party for the purposes of seeking to resolve the dispute; I commit to the DRP; and I accept the roles and responsibilities of all participants.

	Click here to enter text.
--	---------------------------

SIGNATURE

DATE



RESPONDENT

This section is to be completed by the party responding to the request and returned within 10 working days.

**PERSON AUTHORISED TO RESOLVE THIS
DISPUTE ON BEHALF OF THE COMPANY**

NAME Click here to enter text.

EMAIL Click here to enter text.

PHONE Click here to enter text.

DO YOU HAVE AN ALTERNATE VIEW ON ANY OF THE ISSUES RAISED?

DATE ISSUE RAISED

Click here to enter date.

DATE ISSUE BECAME A DISPUTE

Click here to enter date.

DETAILS OF THE DISPUTE

Click here to enter date.

**DESCRIPTION OF ACTIONS TAKEN BY
YOUR COMPANY TO RESOLVE DISPUTE**

Click here to enter date.



THE DETAILS

IF RELATED TO GOODS

DID YOU INSPECT THE GOODS BEFORE THEY WERE SENT TO THE CLIENT?

Click here to enter text.

WHAT IS THE STANDARD TOLERANCE FOR VARIATION/S AND WHY?

Click here to enter text.

DO YOU HAVE EVIDENCE TO SUPPORT CLAIMS MADE

eg. eco-friendly, suitable for children, foodsafe, organic, safe

Click here to enter text.

DID YOU PROVIDE A DESCRIPTION OF THE GOODS AND/OR A SAMPLE?

If yes, please provide

Click here to enter text.

WHAT ACTIONS DID YOU TAKE TO PREVENT THE ISSUE ARISING?

Click here to enter text.

WHAT STEPS CAN YOU TAKE TO REMEDY THE SITUATION?

Click here to enter text.

IF RELATED TO BILLING

DID YOU PROVIDE A WRITTEN QUOTE WITH TRADING TERMS? (If yes, please supply a copy)

Click here to enter text.

DID YOU PROVIDE A SAMPLE? (If yes, please provide)

Click here to enter text.

DID YOU CONSULT THE CUSTOMER ABOUT ADDITIONAL CHARGES?

Click here to enter text.

DID YOU PROVIDE DETAILED INVOICING? (Please supply a copy)

Click here to enter text.

WHAT ACTIONS DID YOU TAKE TO PREVENT THE ISSUE ARISING?

Click here to enter text.

WHAT STEPS CAN YOU TAKE TO REMEDY THE SITUATION?

Click here to enter text.

IF OTHER

WHAT ACTIONS DID YOU TAKE TO PREVENT THE ISSUE ARISING?

Click here to enter text.

WHAT STEPS CAN YOU TAKE TO REMEDY THE SITUATION?

Click here to enter text.

RESOLUTION

WHAT DO YOU SEE AS A FAIR AND REASONABLE OUTCOME FOR BOTH PARTIES?

Click here to enter text.



EVIDENCE

PLEASE SUPPLY ALL SUPPORTING MATERIALS WITH THIS FORM

- PURCHASE ORDER/S
- ARTWORK APPROVAL/S
- INVOICE/S
- EMAIL/S
- ALL OTHER CORRESPONDENCE
- OTHER RELEVANT DOCUMENT/S
- SAMPLE/S OF PRODUCT
- PHOTOGRAPHS

DECLARATION

I, [Click here to type name of authorised person.](#), have read and agree to the terms and conditions of the DRP as set out in the Code Of Conduct. In particular, I confirm I am authorised on behalf of my company to commit to a resolution; I acknowledge that the information I provide will be shared with the other party for the purposes of seeking to resolve the dispute; I commit to the DRP; and I accept the roles and responsibilities of all participants.

[Click here to enter text.](#)

SIGNATURE

DATE



OFFICE USE ONLY (APPA TO COMPLETE)

DATE DRR RECEIVED	
DATE DRR RECEIPT CONFIRMED BY APPA WITHIN 10 WORKING DAYS	
DATE ALL DRR INFORMATION RECEIVED FROM APPLICANT	
DATE DRR ADVISED BY APPA TO OTHER PARTY WITHIN 5 WORKING DAYS OF THE ABOVE	
DATE RESPONSE RECEIVED BY APPA WITHIN 10 WORKING DAYS OF THE ABOVE	
DATE BOTH PARTIES CONTACTED FOR MEETING	
DATE AND OUTCOME OF MEETING WITHIN 10 WORKING DAYS OF THE ABOVE	
DATE MEDIATOR APPOINTED IF REQUIRED	
DATE MEDIATOR ADVISED APPA OUTCOME AND DETAILS OF OUTCOME WITHIN 30 WORKING DAYS OF THE ABOVE	
DATE DISPUTE CLOSED	
DATE AND NATURE OF CEO'S RECOMMENDATION TO BOARD	
IF REQUIRED, DATE OF NOTIFICATION OF BREACH OF CODE AND/OR CONSTITUTION TO THE APPLICABLE MEMBER AT LEAST 7 DAYS BEFORE THE BOARD MEETING AT WHICH IT IS TO BE CONSIDERED	
DATE AND OUTCOME OF BOARD MEETING	