



### A RETAILER'S RIGHT TO COMPLAIN ABOUT THEIR WHOLESALER

ISSA is designed to resolve serious or persistent breaches by the wholesaler of one or more of the clauses contained in the ISSA agreement. It should not be used to deal with minor or occasional problems; these should be dealt with by the wholesaler's customer service department. The current document is ISSA 7.

#### STAGE 1

Step 1 Identify the ISSA clause that has been breached in the ISSA standards document.

Step 2 Inform your wholesaler that you wish to make a complaint. Give the wholesaler sufficient detail so that they know what you are complaining about and what remedy you are seeking. The wholesaler has 24 hours to respond to you. If the response is unsatisfactory, then

Step 3 Contact the ISSA administrator on 0207713 048, give details of your complaint and request a complaint form.

Step 4 On receipt of the complaints form, you have 7 days to complete it and forward it to your wholesaler with a copy to the ISSA administrator attaching any relevant documentary proof.

If you do not adhere to the ISSA time frame your complaint will lapse.

Step 5 On receipt of your complaint the wholesaler has 18 days to deal with your grievance and respond to you and the ISSA administrator.

Step 6 If the wholesaler has responded to your satisfaction then sign the form and return it to the ISSA administrator. If not,

#### STAGE 2

Step 7 Return the form within 7 days of receipt from the wholesaler to the ISSA administrator in order to commence the arbitration process. A failure to respond by the wholesaler will automatically result in escalation.

Step 8 An independent ISSA arbitrator will be appointed to adjudicate on the evidence available from both parties and will make a decision within 14 days. The arbitrator may require additional information and this should be supplied immediately.

Step 9 If you are happy with the adjudication then sign and return the form to the ISSA administrator. If not,

#### STAGE 3

Step 10 You will need to inform the ISSA administrator and your complaint will be forwarded to a panel of independent arbitrators.

Step 11 The final arbitration panel will give their adjudication within 28 days and notify you, the wholesalers and the ISSA administrator. The arbitration panel's decision is final. **At no stage does the ISSA Process affect your statutory rights.**

This may sound complicated but don't panic, follow the above and your complaint will be heard.

*All claims must be recorded by the industry, therefore if you don't make the claim then your wholesaler's service must be good - Is it?*