

- 5.5. provide to all persons with whom the Member does business clear, accurate pre-contractual information and clear terms and conditions of supply including fair contract terms;
- 5.6. institute in the Member's organization clear, timely, responsive and user-friendly procedures for dealing with complaints and adhere to such procedures and time limits;
- 5.7. be bound by and comply with the Complaints Procedures.

Complaints Procedures in Association with Malaysian Timber Industry Board (MTIB) or Malaysian Timber Council (MTC)

1. The following provisions and procedures shall apply to all complaints made by complainants whether as customers or traders under the Code.
2. Members shall:
 - 2.1 deal promptly and at an appropriate level with complaints;
 - 2.2 advise customers on enquiry that they have a complaints procedure and provide appropriate advice to customers on how to make a complaint;
 - 2.3 advise procedures that are available to such complainant if the customer is not satisfied with the way in which the complaint has been dealt with by the Member.
3. Complaints Procedure:
 - 3.1 Upon receipt by TEAM of a complaint, TEAM shall in the first instance refer the complaint to the Committee for consideration.
 - 3.2 If the complaint is not resolved to the complainant's satisfaction then TEAM shall endeavour to conciliate between the complainant and the Member with the aim of restoring communication between the complainant and the Member.
 - 3.3 Where the complaint cannot be resolved by conciliation TEAM shall by mutual agreement of the complainant and the Member refer the matter to the Malaysian Centre for Mediation for settlement of the complaint with the assistance of the Malaysian Timber Industry Board/Malaysian Timber Council.