



**Master
Plumbers®**
Representing Excellence

Code of Conduct and Code of Practice

05 August 2020

Compliance with the Code of Conduct and Code of Practice is a fundamental condition of membership of Master Plumbers.

Code of Conduct

Members must:

1. Act professionally and ethically in all dealings with customers, suppliers and other members.
2. Act with integrity and honesty.
3. Strive for excellence and aim to provide the highest quality of service and workmanship to customers.
4. Not conduct themselves or engage with others in a way that brings the Master Plumbers' brand or reputation into disrepute.

Code of Practice

The Code of Practice outlines the standards to be observed by Members at all times.

1. Members must comply with the Rules and requirements of the Society.
2. Members should try to resolve any complaint from customers quickly and reasonably, and rectify any substandard workmanship promptly. If the complaint cannot be resolved, members should advise the customer of the Complaints Procedure administered by the Society.
3. Where a dispute arises between members, they should in the first instance try to resolve it themselves. If it cannot be resolved, either member may refer the matter to the local Branch or Association of the Society for assistance. Failing that, it will be referred to the Society. However, the Society is not required to consider all matters referred to it. It may decline to consider any matter, including those where it considers a matter is not appropriate for resolution by the Society, the Society's involvement is beyond its expertise or resources, or it is more appropriate that the matter be dealt with in another forum or under the Society's complaints procedure. In all cases, members are expected to cooperate fully with all parties when attempting to resolve the matter.
4. Members will ensure they comply with their professional development obligations and all legislative requirements, codes of practice and standards relating to the industry.
5. Members will complete a compulsory annual QA declaration.
6. Members must not engage in anti-competitive behaviour.
7. Any media queries relating to the Society must be referred directly to the Chief Executive of Master Plumbers.

Note "Member" includes the business, its directors, shareholders or any staff employed by the member, whether they are a member in their own right or not.