

COMPLAINT HANDLING PROCESS

VERSION 1

INTRODUCTION

Builde Pty Ltd is committed to performing our statutory functions ethically and in accordance with the Code of Conduct for Building Surveyors Victoria, whilst maintaining the highest level of service.

If you have a complaint in relation to any aspect of your direct relationship with us, or you are a third party, ie. adjoining property owner, wishing to raise concerns regarding non-compliance matters, you are entitled to register your complaint in writing via email to info@builde.com.au.

Our complaint handling process aims to ensure that all complaints are dealt with promptly and in a fair and objective manner.

OUR PROCESS

We will acknowledge receipt of your written complaint within 24 business hours via email.

Your complaint will be forwarded to an independent manager for review, and you will be contacted within 72 business hours via email or telephone.

Our initial communication with you will be for the purpose of gathering information so we can gain a thorough and complete understanding of the nature of your complaint.

Following our initial communication with you, and once we have been provided with all the relevant information required for us to fully assess your complaint, we will finalise our review and provide our decision on your complaint in writing within 14 business days. If we require additional time to review your complaint, we will let you know so we may agree on an alternative timeframe.

If you are satisfied with our decision, your complaint will be deemed to be resolved.

If our decision does not resolve your complaint to your satisfaction, you may advise this to us in writing and request that we review our decision.

If you disagree with our decision, you may make application to one of the following independent bodies, depending on the nature of your complaint:

- Your local council
- Consumer Affairs Victoria (CAV)
- Domestic Building Dispute Resolution Victoria (DBDRV)
- Victoria Building Authority (VBA)