

**DEPARTMENT OF PLANNING AND INFRASTRUCTURE
BUILDING ADVISORY SERVICES**

COMPLAINT HANDLING POLICY STATEMENT

The *Building Act* at Part 3 Division 2 provides a legislative framework for complaints to be made to the Director of Building Control regarding a building practitioner on the following grounds:

- (a) a practitioner has committed an offence against this Act or the Regulations;
- (b) a practitioner has carried out work in a negligent or incompetent manner; or
- (c) a practitioner is otherwise guilty of professional misconduct.

This policy sets out the framework and associated elements for the management of complaints from initial receipt to final determination. It also provides guidelines for the implementation, administration, and review of the complaints handling process.

The framework will:

- (a) Increase the level of industry confidence through an appropriate and impartial complaint handling system;
- (b) Provide an efficient, timely, fair and accessible mechanism for resolving complaints;
- (c) Provide information on the complaint handling process; and
- (d) Provide a system for complaint monitoring and reviews to ensure that the system meets stakeholder and legislative requirements; and to improve the quality of the service provided.

This policy includes a positive commitment towards resolving complaints in an efficient and timely manner. This is based on the premise that:

- (a) Any person has pursuant to the *Building Act* a legislative right to complain and have that complaint handled in an appropriate, impartial and timely manner;
- (b) Any complaint will be in accordance with legislative requirements; and
- (c) The understanding that complaints appropriately handled provide an opportunity to maintain confidence in the Industry and the Director.



DIRECTOR OF BUILDING CONTROL

Please refer to page 2 for the 'Charter of Principles'.



CHARTER OF PRINCIPLES **COMPLAINT HANDLING - THE BUILDING ACT**

COMMITMENT

There is a commitment from all levels within the organisation, from the Director of Building Control ('Director') downwards, to a fair, timely, and efficient complaint handling system. This policy further demonstrates a commitment to responding positively to complaints, allowing stakeholders to contribute to the improvement of the Industry.

FAIRNESS

The Director recognises the need for the complaints handling system to be fair to both the complainant, the Building Practitioner and the Agency.

RESOURCES

The Director acknowledges that in order to provide an efficient and timely complaints handling process it is important that staff are appropriately selected and provided with sufficient training and support to ensure that complaints are dealt with appropriately.

ACCESS

The complaints handling process will be accessible to all and ensure that information is readily available on the details of making and resolving complaints and shall be easy to understand and use, and be in plain language.

ASSISTANCE

Assistance will be available for complainants by way of an explanatory brochure, publicity, telephone advice, direct communication, interview or correspondence.

RESPONSIVENESS

Complaints shall be dealt with promptly and the complainants shall be treated courteously.

CHARGES

Complaints handling shall be at no charge to the complainant, subject to statutory requirements.

DETERMINATION OF COMPLAINTS

The *Building Act* provides the Director with a number of options for determining complaints. For more information please contact (08) 8999 8985.

COLLECTION OF INFORMATION

The Director has implemented an appropriate system for the recording of complaints and their outcomes. A copy of a complaint will be provided to the building practitioner who the complaint is about pursuant to section 29(a) of the *Building Act*. However, information generally will not be disclosed to any third party without written consent unless specifically provided for by legislation.

ACCOUNTABILITY

There shall be appropriate reporting on the operation of the complaints handling process against documented performance standards.

REVIEWS

The complaints handling system shall be reviewed regularly by the Director to ensure that it is efficiently delivering effective outcomes.

