

Our Complaints Handling Process

1. A complainant is required to complete our Complaints Form and submit to our office with full details of the complaint and their contact details. The complainant is to provide all relevant communication history (if applicable) and include photographs of said complaint (if applicable) to assist B4U Build with handling the complaint.
2. Once this form is received it will be directed to the assigned staff member who will review and take the necessary steps to resolve the complaint.
 - Complaint assessed:
 - Evidence gathering (we may need to allow 72 hours if a contract inspector was engaged)
 - If matter is a high risk then the matter will be accelerated to the external consultant/inspector.
 - Technical advice sought
 - Risk established
 - Project history
 - Compliance or enforcement action progressed (if required)
 - No Further action
 1. Out of jurisdiction
 2. Not substantiated
 3. Refer to another agency
 - Correspondence with parties to resolve concerns
 1. Low-Medium Risk matter
 2. Substantiated pattern of incompetence or negligence yet to be established
 - Referred for full investigation and/or enforcement
 1. High Risk matter
 2. Pattern of incompetence or negligence established
3. A record will be kept of all complaints and any documents, emails or notes on the job file in our system.
4. We will respond to the complaint within a reasonable timeframe and in a respectful manner via email and/or phone call to resolve complaint within the Building Surveyor Statutory functions.
5. If the complaint is a potential life safety issue, we will take urgent action to contact the relevant parties involved or complete an urgent inspection, stop works or take enforcement action.
6. Where B4U Build is unable to resolve the complaint under the Building Surveyor's statutory function, we will direct all relevant parties to the correct authority where they may seek to additional assistance or information to resolve the complaint. Authorities can include the Victorian Building Authority (VBA), Consumer Affairs Victoria, Domestic Building Dispute Resolution Victoria (DBDRV) or the Building Appeals Board.
7. Within the Building Surveyors statutory function, we will endeavour to resolve complaints in a timely manner to ensure satisfactory outcomes for parties concerned.

Complaint Resolution Form

To: B4UBuild Building Consultants

From:

Name:

Postal Address: Postcode:

Contact Person: Ph:

Email:

Property Details

Number		Street / Road		City / Suburb / Town			Postcode
Lot/s	LP/PS	Volume	Folio	Crown Allotment	Section	Parish	Country
Municipality							

All Documents Required

Photos (must be included)

Correspondence with Builder

Correspondence with Inspector

Nature of Complaint

Outcome Sourced

Signature of Complainant**Date**