

Complaints - residential and commercial construction work

What can you make a complaint about?

- Defective building work after your contract is complete
- Incomplete work when you have terminated the contract due to a default by the contractor
- Damage to your property caused by building work carried out on a neighbouring property
- A pre-purchase or pest inspection report that failed to identify possible defects that were present
- Building design.

When can we assist?

Defective building work:

For us to consider your complaint, your contract needs to be for building work and more than \$3,300 in value (including labour, materials and GST). If your contract is for plumbing, drainage, gas fitting, chemical termite management, building design, site classification, fire protection or completed building inspections, it can be investigated regardless of value. Hydraulic design work over the value of \$1100 can also be investigated.

Non completion of building work:

The QBCC may be able to assist when you have terminated a contract for certain types of residential construction work due to the default of the contractor, for example, insolvency, loss of licence, or breach of contract. Further information about the Queensland Home Warranty Scheme can be found on the QBCC's website.

Assistance under Queensland Home Warranty Scheme

Should your complaint involve residential construction work and is not able to be satisfactorily resolved through QBCC's dispute resolution process, your application will be referred to the QBCC Insurance Services Division to assess whether you may be eligible for assistance under the Queensland Home Warranty Scheme. You are not required to lodge a separate form for this to occur.

Please note the following strict time limits apply for some claims:

- For structural defects you must lodge this complaint form within 3 months of noticing the defect
- For non-structural defects you must lodge this complaint form within 7 months of the completion date

Further information about the Queensland Home Warranty Scheme can be found on the QBCC website.

Before you lodge a complaint

Talk to your contractor first - Try to resolve the problem by clearly identifying any items you believe are defective or incomplete. Give your contractor reasonable access to the site to review and address your concerns. Don't engage another contractor or attempt to fix any of the defective work yourself as this may affect our ability to assist you.

Put it in writing - If talking is not successful, write or email your contractor with a detailed list of every defective item giving them a reasonable timeframe (e.g. 14 days) to respond and rectify the defective work. Use the template provided on our website as a guide for your letter or email. We will only assess items that have been notified to your contractor. Keep a copy of your correspondence as it will be required if you choose to lodge a complaint. If you cannot contact your contractor because they are bankrupt, liquidated, deregistered or deceased we will not ask you for this evidence.

Prepare all the information and documentation you need before you start. The documents we need may differ depending on your situation. Some documents will be mandatory and must be supplied with your complaint. Submitting a complete form will avoid delays with your complaint and we will be able to assess your case more accurately. We have provided a comprehensive list of all relevant documents over the page.

Who can lodge?

Property owner - You are the owner of the house/unit where building work or renovations have or are being undertaken.

Owner of the property next door - You own the house/unit which is located directly next door to a house/unit where building work has caused damage to your property.

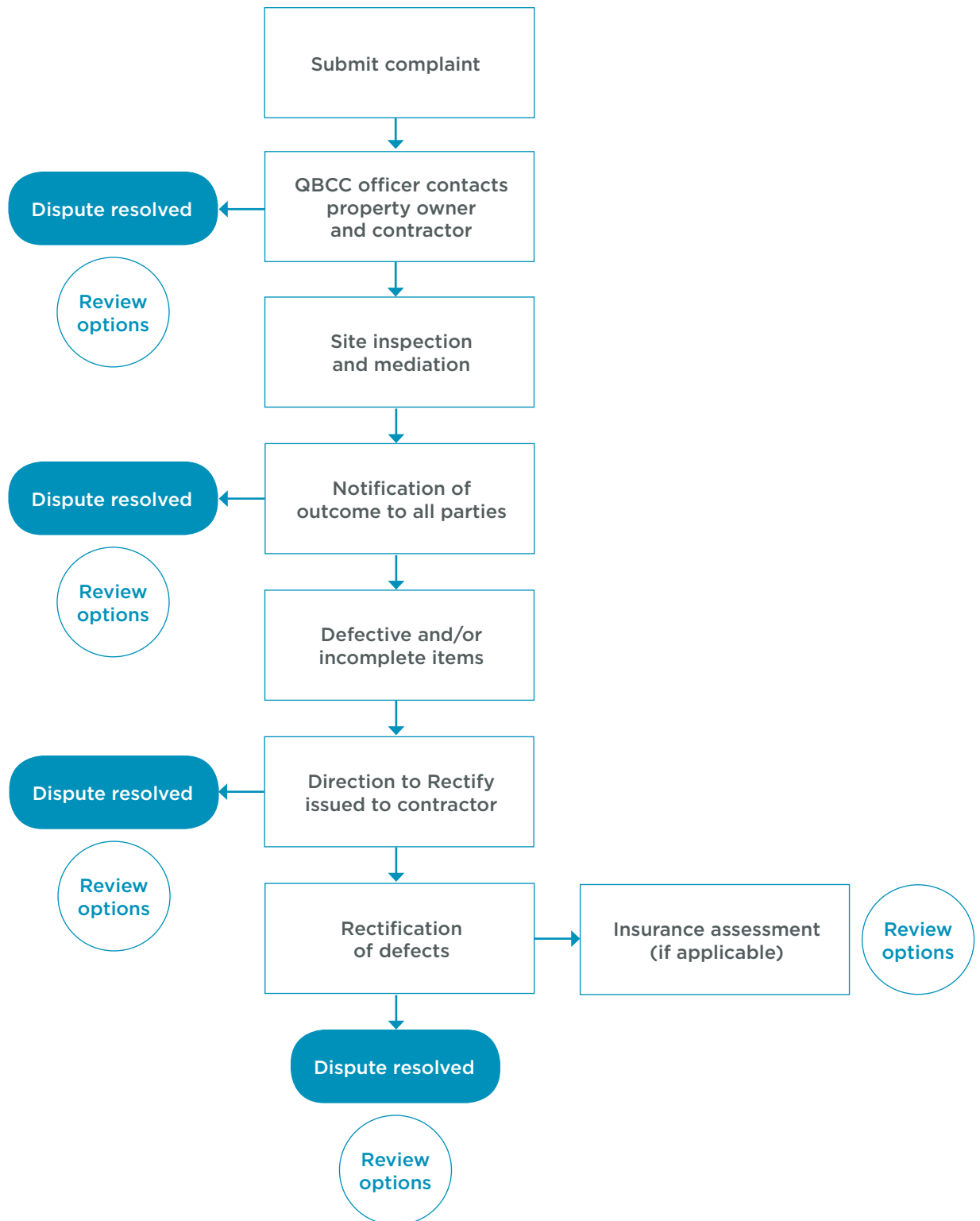
Body corporate - You represent the body corporate of a residential complex where building work or renovations have or are being undertaken. Your complaint relates to common property only and does not relate to a single unit.

Authorised agent - If you have authorised someone to act as your agent, they are eligible to lodge on your behalf.

Timeframes that may affect your complaint

The QBCC has timeframes for lodging a complaint about possible defective building work and non completion claims. To find out which timeframes apply to your situation, you can visit the QBCC website www.qbcc.qld.gov.au or you can call us on 139 333.

What will happen after you lodge your complaint?



How to complete this form

- To assist the QBCC in assessing your complaint please complete all relevant sections of the form.
- Read the check list below to find out which documents you need to supply (Do not send originals as we cannot return them).
- We cannot assess your complaint without the mandatory documents related to your complaint (as indicated in the table below by a tick).
- **Please note** - for assistance under the Queensland Home Warranty Scheme, other documents may be required in order to assess your claim.
- After Section 10 (Declaration) there is a template to list all of your complaint items that have been notified to your contractor. We cannot assess your complaint if you have not completed this template. Do not substitute other reports, emails or documents in place of this template. Accurate completion of this section will allow us to have a greater understanding of your complaint.

DOCUMENTS REQUIRED (Only copies should be sent)	TYPE OF COMPLAINT				
	Defective work	Non-completion	Consequential Damage (adjacent property)	Subsidence	Substandard Design or Building Inspection Services
Written notification to the contractor advising of all the complaint items See note below**	✓	✓	✓	✓	
If the work was carried out for you: contract, invoice or evidence to identify the contractor who carried out the work.	✓	✓		✓	
Evidence of contract termination		✓			
Contract variation documentation		✓			
Contract specifications		✓			
Evidence of payments		✓			
Final Certification or Certificate of Practical Completion/Handover	✓ *			✓ *	
Rates Notice, Water Notice or Current Title search			✓		
If the work was carried out before you purchased the property:					
1. Purchase Contract (Contract of Sale)	✓			✓	
2. Pre-purchase inspection	✓			✓	
Pest inspection report					✓
Building design plans					✓
For body corporate: Community Title Search document	✓	✓	✓	✓	✓
For body corporate: Certificate of Classification	✓	✓		✓	
For body corporate: Complete Survey Plan	✓	✓		✓	
Council approved plans		✓ *		✓	
Drainage Plan				✓	
Engineering Inspection Certificates				✓	
Soil Report and Classification				✓	
Compaction Certificate or Inspection Report (cut & fill site)				✓	

* **If applicable** to your circumstances, please provide these documents where possible as they assist us in providing an accurate case assessment.

** Not required if contractor is bankrupt (sole trader) or liquidated and/or deregistered (company) or the contractor is deceased.

Completing this form

- Use BLACK pen only
- Print clearly in BLOCK LETTERS
- DO NOT use correction fluid – any amendments should be crossed out and initialled

Before you submit this form, carefully read the information provided on pages 1 and 2 for a complete list of evidence and documents needed to process your complaint.

Post this form to: GPO Box 5099 Brisbane QLD 4001, or drop it off at your nearest QBCC office.

1. WHO ARE YOU OR WHO ARE YOU REPRESENTING?

Property owner Owner of the property next door Body corporate Authorised agent

2. PROPERTY OWNER'S DETAILS

Please select title Mr Mrs Miss Ms Other

Surname

First names

Company name

ACN ABN

Postal address

Postcode

Home ph Work ph

Mobile

Email

Preferred method of written correspondence: Email Post

3. LOCATION OF BUILDING WORK

Real Property Description: these details can be found on your rates notice or your Certificate of Title

Lot no (e.g.6) Plan type (e.g. RP/SP/BUP/GTP) plan no (numeric)

Address House no Unit no

Street name

Suburb/Town Postcode

PRIVACY NOTICE: The QBCC is collecting the information on this form to assist in resolving your dispute with your contractor and/or to assess whether you are entitled to an insurance claim. We may provide all or some of this information to your contractor, and/or members of our panel of technical consultants/rectifying builders. We may do this to provide information for the purpose of facilitating rectification or quoting for the completion or rectification of building work in relation to your dispute. Technical consultants include licensed contractors, registered engineers and industry specialists. Collection of this information is authorised by the *Queensland Building and Construction Commission Act 1991*. This information can be disclosed by the QBCC to another party with your consent or as authorised or required by law. For further information visit the QBCC website at www.qbcc.qld.gov.au.

OFFICE ONLY	CRN:	<input type="text"/>	Licence No:	<input type="text"/>
	Action Officer:	<input type="text"/>	File number:	<input type="text"/>

4. OWNER'S AGENT

For agents acting on owners behalf, please provide a copy of the written authorisation.

I am an individual agent I am a part of a company acting as an agent

Please select title Mr Mrs Miss Ms Other

Surname

First names

Company name

ACN ABN

Postal address

Home ph Work ph

Mobile

Email

Contact person

Contact person ph Preferred method of written correspondence Email Post

5. WHO IS THE COMPLAINT AGAINST?

You must notify your contractor in writing about the complaint items you have before lodging this complaint form.

Contractor name

QBCC Licence No ABN/ACN

Postal address

Postcode

Home Ph Work Ph

Mobile Fax

Email

What date did you notify the contractor in writing of your complaint?

/ /

I have enclosed a copy of the letter (please tick) YES NO

What is the name of the person you notified?

What was the contractor's response to your complaint? (Please only use space provided)

6. OTHER INFORMATION

Please tick either YES or NO for each question.

YES NO

Do you hold an Owner Builder permit for this work?

YES NO

Is there a family relationship between you and your contractor? e.g. brother

YES NO

If yes, please provide details: (Please only use the space provided)

Have you previously had any other complaint lodged with QBCC?

YES NO

If yes, when was it lodged?

/ /

What was the case number?

Case number

Has this matter been the subject of a settlement/mediated agreement?

Yes No

If yes, please provide a copy of the agreement.

7. BUILDING WORK

Only complete this section if building work was carried out for you.

Date contract signed: / /

Contract amount: \$.

Date work commenced: / /

Cost of variations \$.

Date of final payment: / /

Payments to date: \$.

Date work completed: / /

Amount still owing: \$.

If work not completed, when did it stop?

/ /

Q1. What type of work does your complaint relate to?

Construction of a new home (go to Q1A below) OR

Trade work - e.g. landscaping, tiling, painting Renovation Swimming pool Extension

Other (please specify) (go to Q1B below)

Q1A. What stage is the work up to? (New home construction)

Deposit paid Base stage Frame stage Enclosed stage Fixing stage

Q1B. What stage is the work up to? (Renovation or trade work)

You must provide a copy of your building contract and/or quotation.

Please tick which item/s you have supplied: Building contract Quotation Invoice

8. PROPERTY PURCHASE

Only complete this section if all building work was completed before you purchased the property.

Date of purchase / / Purchase price \$

I/we have enclosed a copy of the purchase contract.

YES NO

Did you have any pre-purchase inspections done on the property?

YES NO

If you did have a pre-purchase inspection, please tick which type

Building inspection Pest inspection

Is your complaint solely about a pre-purchase inspection report?

YES NO

Were you aware of the complaint items before you completed your purchase?

YES NO

I/we have enclosed a copy of the relevant pre-purchase report/s.

Building inspection Pest inspection

9. OTHER HELP

Have you asked any other organisation for help?

YES NO

If yes, which organisation was it?

Queensland Civil and Administrative Tribunal District or Magistrates Court

Application no.

Have they helped so far?

YES NO

If yes, what help have they given you? (Use the space provided below)

10. COMPLAINANT/S DECLARATION

I/We understand that any documentation submitted in association with this complaint may be made available to other parties under the *Right to Information Act 2009* or *Information Privacy Act 2009*.

I/We declare the information provided in this complaint is correct to the best of my/our knowledge

Print name

Signature

Date

Internal complaint items

INTERNAL

EXTERNAL

BODY CORPORATE
INTERNAL

BODY CORPORATE
EXTERNAL

Step 1. Enter item number and date. **Step 2.** Tick Location/Room and/or component. **Step 3.** Write a brief concise description of each item. **Step 4.** Add a reference for your photos if including them

Item no.	Date item noticed	Room/location of item (select only one per item)	Component (select only one per item)	Brief description	Photo reference
1	12/10/15	Bathroom/ensuite <input checked="" type="checkbox"/> Bedroom <input type="checkbox"/> Kitchen <input type="checkbox"/> Office/rumpus <input type="checkbox"/> Living room <input type="checkbox"/> Dining room <input type="checkbox"/> Laundry <input type="checkbox"/> Loft/roof space <input type="checkbox"/>	Cabinetry <input type="checkbox"/> Ceiling <input type="checkbox"/> Window <input type="checkbox"/> Fixtures and fittings <input type="checkbox"/> Floor <input type="checkbox"/> Plumbing <input type="checkbox"/> Stairs and steps <input type="checkbox"/> Walls <input checked="" type="checkbox"/>	Cracked tiles in the shower.	Photo 1
		Bathroom/ensuite <input type="checkbox"/> Bedroom <input type="checkbox"/> Kitchen <input type="checkbox"/> Office/rumpus <input type="checkbox"/> Living room <input type="checkbox"/> Dining room <input type="checkbox"/> Laundry <input type="checkbox"/> Loft/roof space <input type="checkbox"/>	Cabinetry <input type="checkbox"/> Ceiling <input type="checkbox"/> Window <input type="checkbox"/> Fixtures and fittings <input type="checkbox"/> Floor <input type="checkbox"/> Plumbing <input type="checkbox"/> Stairs and steps <input type="checkbox"/> Walls <input type="checkbox"/>		
		Bathroom/ensuite <input type="checkbox"/> Bedroom <input type="checkbox"/> Kitchen <input type="checkbox"/> Office/rumpus <input type="checkbox"/> Living room <input type="checkbox"/> Dining room <input type="checkbox"/> Laundry <input type="checkbox"/> Loft/roof space <input type="checkbox"/>	Cabinetry <input type="checkbox"/> Ceiling <input type="checkbox"/> Window <input type="checkbox"/> Fixtures and fittings <input type="checkbox"/> Floor <input type="checkbox"/> Plumbing <input type="checkbox"/> Stairs and steps <input type="checkbox"/> Walls <input type="checkbox"/>		
		Bathroom/ensuite <input type="checkbox"/> Bedroom <input type="checkbox"/> Kitchen <input type="checkbox"/> Office/rumpus <input type="checkbox"/> Living room <input type="checkbox"/> Dining room <input type="checkbox"/> Laundry <input type="checkbox"/> Loft/roof space <input type="checkbox"/>	Cabinetry <input type="checkbox"/> Ceiling <input type="checkbox"/> Window <input type="checkbox"/> Fixtures and fittings <input type="checkbox"/> Floor <input type="checkbox"/> Plumbing <input type="checkbox"/> Stairs and steps <input type="checkbox"/> Walls <input type="checkbox"/>		
		Bathroom/ensuite <input type="checkbox"/> Bedroom <input type="checkbox"/> Kitchen <input type="checkbox"/> Office/rumpus <input type="checkbox"/> Living room <input type="checkbox"/> Dining room <input type="checkbox"/> Laundry <input type="checkbox"/> Loft/roof space <input type="checkbox"/>	Cabinetry <input type="checkbox"/> Ceiling <input type="checkbox"/> Window <input type="checkbox"/> Fixtures and fittings <input type="checkbox"/> Floor <input type="checkbox"/> Plumbing <input type="checkbox"/> Stairs and steps <input type="checkbox"/> Walls <input type="checkbox"/>		
		Bathroom/ensuite <input type="checkbox"/> Bedroom <input type="checkbox"/> Kitchen <input type="checkbox"/> Office/rumpus <input type="checkbox"/> Living room <input type="checkbox"/> Dining room <input type="checkbox"/> Laundry <input type="checkbox"/> Loft/roof space <input type="checkbox"/>	Cabinetry <input type="checkbox"/> Ceiling <input type="checkbox"/> Window <input type="checkbox"/> Fixtures and fittings <input type="checkbox"/> Floor <input type="checkbox"/> Plumbing <input type="checkbox"/> Stairs and steps <input type="checkbox"/> Walls <input type="checkbox"/>		

External complaint items

INTERNAL

EXTERNAL

BODY CORPORATE
INTERNAL

BODY CORPORATE
EXTERNAL

Step 1. Enter item number and date. **Step 2.** Tick Location/Room and/or component. **Step 3.** Write a brief concise description of each item. **Step 4.** Add a reference for your photos if including them

Item no.	Date item noticed	Location of item	Brief description	Photo reference	
1	12/10/15	<p>Building foundations <input type="checkbox"/></p> <p>Building systems i.e. termite barriers, fire safety, alarm systems <input type="checkbox"/></p> <p>External walls (building or dwelling) <input type="checkbox"/></p> <p>Building foundations <input type="checkbox"/></p> <p>Building systems i.e. termite barriers, fire safety, alarm systems <input type="checkbox"/></p> <p>External walls (building or dwelling) <input type="checkbox"/></p> <p>Building foundations <input type="checkbox"/></p> <p>Building systems i.e. termite barriers, fire safety, alarm systems <input type="checkbox"/></p> <p>External walls (building or dwelling) <input type="checkbox"/></p>	<p>Pools <input type="checkbox"/></p> <p>Roof and related structures i.e. gutters, soffits and eaves <input type="checkbox"/></p> <p>Structures on property i.e. shade sails <input type="checkbox"/></p> <p>Doors <input type="checkbox"/></p> <p>Fences, walls and retaining walls <input type="checkbox"/></p> <p>Site drainage or storm water <input type="checkbox"/></p> <p>Stairs and steps <input checked="" type="checkbox"/></p> <p>Windows <input type="checkbox"/></p> <p>Water tanks <input type="checkbox"/></p> <p>Sheds, carports and garages <input type="checkbox"/></p> <p>Decks and patios <input type="checkbox"/></p>	<p>External stair treads are loose and timber is splitting.</p>	Photo 2

Body corporate - internal complaint items

INTERNAL

EXTERNAL

BODY CORPORATE
INTERNAL

BODY CORPORATE
EXTERNAL

Step 1. Enter item number and date. **Step 2.** Tick Location/Room and/or component. **Step 3.** Write a brief concise description of each item. **Step 4.** Add a reference for your photos if including them

Item no.	Date item noticed	Unit or location	Location of item	Brief description	Photo reference
1	12/10/15	Basement	Building systems Electrical (fire safety) <input type="checkbox"/> Stairs and steps <input type="checkbox"/> Escalators <input type="checkbox"/> Gymnasium <input type="checkbox"/> Building systems Hydraulic <input type="checkbox"/> Fire separating walls <input type="checkbox"/> Lifts <input type="checkbox"/> Hallways and corridors <input type="checkbox"/> Building systems HVAC (Aircon) <input type="checkbox"/> Communal space i.e. laundry <input type="checkbox"/> Glass and glazing <input type="checkbox"/> Shops, offices and amenities <input type="checkbox"/> Carpark <input checked="" type="checkbox"/>	Concrete floor is cracked and lifting in two places.	Photo 1
			Building systems Electrical (fire safety) <input type="checkbox"/> Stairs and steps <input type="checkbox"/> Escalators <input type="checkbox"/> Gymnasium <input type="checkbox"/> Building systems Hydraulic <input type="checkbox"/> Fire separating walls <input type="checkbox"/> Lifts <input type="checkbox"/> Hallways and corridors <input type="checkbox"/> Building systems HVAC (Aircon) <input type="checkbox"/> Communal space i.e. laundry <input type="checkbox"/> Glass and glazing <input type="checkbox"/> Shops, offices and amenities <input type="checkbox"/> Carpark <input type="checkbox"/>		
			Building systems Electrical (fire safety) <input type="checkbox"/> Stairs and steps <input type="checkbox"/> Escalators <input type="checkbox"/> Gymnasium <input type="checkbox"/> Building systems Hydraulic <input type="checkbox"/> Fire separating walls <input type="checkbox"/> Lifts <input type="checkbox"/> Hallways and corridors <input type="checkbox"/> Building systems HVAC (Aircon) <input type="checkbox"/> Communal space i.e. laundry <input type="checkbox"/> Glass and glazing <input type="checkbox"/> Shops, offices and amenities <input type="checkbox"/> Carpark <input type="checkbox"/>		
			Building systems Electrical (fire safety) <input type="checkbox"/> Stairs and steps <input type="checkbox"/> Escalators <input type="checkbox"/> Gymnasium <input type="checkbox"/> Building systems Hydraulic <input type="checkbox"/> Fire separating walls <input type="checkbox"/> Lifts <input type="checkbox"/> Hallways and corridors <input type="checkbox"/> Building systems HVAC (Aircon) <input type="checkbox"/> Communal space i.e. laundry <input type="checkbox"/> Glass and glazing <input type="checkbox"/> Shops, offices and amenities <input type="checkbox"/> Carpark <input type="checkbox"/>		
			Building systems Electrical (fire safety) <input type="checkbox"/> Stairs and steps <input type="checkbox"/> Escalators <input type="checkbox"/> Gymnasium <input type="checkbox"/> Building systems Hydraulic <input type="checkbox"/> Fire separating walls <input type="checkbox"/> Lifts <input type="checkbox"/> Hallways and corridors <input type="checkbox"/> Building systems HVAC (Aircon) <input type="checkbox"/> Communal space i.e. laundry <input type="checkbox"/> Glass and glazing <input type="checkbox"/> Shops, offices and amenities <input type="checkbox"/> Carpark <input type="checkbox"/>		

Body corporate - external complaint items

INTERNAL

EXTERNAL

BODY CORPORATE
INTERNAL

BODY CORPORATE
EXTERNAL

Step 1. Enter item number and date. **Step 2.** Tick Location/Room and/or component. **Step 3.** Write a brief concise description of each item. **Step 4.** Add a reference for your photos if including them

Item no.	Date item noticed	Unit or location	Location of item	Brief description	Photo reference	
1	12/10/15	Unit 2A	<p>Building systems termite barriers, fire safety, alarm systems <input type="checkbox"/></p> <p>Pump room hydraulics <input type="checkbox"/></p> <p>Fire safety <input type="checkbox"/></p> <p>External wall (building or dwelling) <input type="checkbox"/></p> <p>Building systems termite barriers, fire safety, alarm systems <input type="checkbox"/></p> <p>Pump room hydraulics <input type="checkbox"/></p> <p>Fire safety <input type="checkbox"/></p> <p>External wall (building or dwelling) <input type="checkbox"/></p>	<p>Building foundations <input type="checkbox"/></p> <p>Structures on property i.e. shade sails, sheds, carports <input type="checkbox"/></p> <p>Fire separating walls <input checked="" type="checkbox"/></p> <p>Fences, walls and retaining walls <input type="checkbox"/></p> <p>Driveways and paths <input type="checkbox"/></p> <p>Stairs and steps <input type="checkbox"/></p> <p>Decks and patios <input type="checkbox"/></p> <p>Roof and related structures ie. guttering, soffits and eaves <input type="checkbox"/></p> <p>Site drainage and storm water <input type="checkbox"/></p> <p>Pool <input type="checkbox"/></p>	<p>Fire separating walls have not been constructed in accordance with Australian Standards.</p>	Photo 2
			<p>Building systems termite barriers, fire safety, alarm systems <input type="checkbox"/></p> <p>Pump room hydraulics <input type="checkbox"/></p> <p>Fire safety <input type="checkbox"/></p> <p>External wall (building or dwelling) <input type="checkbox"/></p>	<p>Building foundations <input type="checkbox"/></p> <p>Structures on property i.e. shade sails, sheds, carports <input type="checkbox"/></p> <p>Fire separating walls <input type="checkbox"/></p> <p>Fences, walls and retaining walls <input type="checkbox"/></p> <p>Driveways and paths <input type="checkbox"/></p> <p>Stairs and steps <input type="checkbox"/></p> <p>Decks and patios <input type="checkbox"/></p> <p>Roof and related structures ie. guttering, soffits and eaves <input type="checkbox"/></p> <p>Site drainage and storm water <input type="checkbox"/></p> <p>Pool <input type="checkbox"/></p>		
			<p>Building systems termite barriers, fire safety, alarm systems <input type="checkbox"/></p> <p>Pump room hydraulics <input type="checkbox"/></p> <p>Fire safety <input type="checkbox"/></p> <p>External wall (building or dwelling) <input type="checkbox"/></p>	<p>Building foundations <input type="checkbox"/></p> <p>Structures on property i.e. shade sails, sheds, carports <input type="checkbox"/></p> <p>Fire separating walls <input type="checkbox"/></p> <p>Fences, walls and retaining walls <input type="checkbox"/></p> <p>Driveways and paths <input type="checkbox"/></p> <p>Stairs and steps <input type="checkbox"/></p> <p>Decks and patios <input type="checkbox"/></p> <p>Roof and related structures ie. guttering, soffits and eaves <input type="checkbox"/></p> <p>Site drainage and storm water <input type="checkbox"/></p> <p>Pool <input type="checkbox"/></p>		
			<p>Building systems termite barriers, fire safety, alarm systems <input type="checkbox"/></p> <p>Pump room hydraulics <input type="checkbox"/></p> <p>Fire safety <input type="checkbox"/></p> <p>External wall (building or dwelling) <input type="checkbox"/></p>	<p>Building foundations <input type="checkbox"/></p> <p>Structures on property i.e. shade sails, sheds, carports <input type="checkbox"/></p> <p>Fire separating walls <input type="checkbox"/></p> <p>Fences, walls and retaining walls <input type="checkbox"/></p> <p>Driveways and paths <input type="checkbox"/></p> <p>Stairs and steps <input type="checkbox"/></p> <p>Decks and patios <input type="checkbox"/></p> <p>Roof and related structures ie. guttering, soffits and eaves <input type="checkbox"/></p> <p>Site drainage and storm water <input type="checkbox"/></p> <p>Pool <input type="checkbox"/></p>		