

INFORMATION REGARDING FORM

This is the form for a person NOT in the chain of responsibility (i.e. NOT the product designer/manufacturer/importer/supplier/installer/architect/engineer) to complain about a suspected non-conforming building product or related matter.

PLEASE NOTE

While all complaints are carefully considered by the QBCC, we cannot pursue them all. To increase the safety and benefits to Queenslanders through our investigations, we take a risk-based approach to prioritise our resources to consider matters of the most importance.

PRIVACY NOTICE

The QBCC is collecting information on this form to assist in the investigation of a suspected or known NCBP and any notifiable incident that was or may have been caused by the use of the building product. The information may be considered during an investigation of a possible contravention of the law.

Please also note that:

- the information may be used in taking disciplinary, regulatory or enforcement action and may indicate the origin of complaint

- supporting evidence provided by you may be provided to others including the subject of the investigation
- you may be required to give evidence in Court
- the information collected may be required by other government agencies which have certain powers to request this information or disclosed by order of a court or tribunal of competent jurisdiction.

This information can be disclosed by the QBCC to another party with your consent or as authorised or required by law. For further information about privacy, visit the QBCC website at qbcc.qld.gov.au.

COMPLETING THIS FORM

- Use BLACK pen only
- Print clearly in BLOCK LETTERS
- DO NOT use correction fluid – cross out and initial amendments

RETURN YOUR COMPLETED FORM AND ALL REQUIRED DOCUMENTS BY

- email to: ncbp@qbcc.qld.gov.au (scan and attach all required documents)
- in person: QBCC service centres are listed on our website
- post: GPO Box 5099 Brisbane QLD 4001

1. PERSONAL DETAILS

Title Mr Mrs Miss Ms Other

Surname

First name

Postal address

State

Postcode

Home phone

Mobile

Email

2. WHO SPECIFIED THE USE OF THE SUSPECTED NCBP?

Product designer Manufacturer Importer Supplier Installer Architect Engineer

Title Mr Mrs Miss Ms Other

Surname

First name

QBCC Lic No.

ABN/ACN

Postal address

State

Postcode

Business phone

Mobile

Email

2. WHO SPECIFIED THE USE OF THE SUSPECTED NCBP CONTINUED

Please explain how you came to deal with this product or its designer/manufacturer/importer/supplier/installer/architect/engineer.

3. LOCATION OF THE SUSPECTED NCBP/ASSOCIATED BUILDING WORK

Real Property Description:

Lot no

Plan type
(RP/SP/BUP/GTP)

Plan
number

Address

Suburb/Town

Postcode

Further incident location information (e.g. shop number, room name/type)

Are you the owner of this property?

Yes

No

If you are **not the owner**, what is your relationship/involvement with the above-mentioned party?

Is this is a residential property?

Yes

No

4. SUSPECTED NCBP DETAILS

Please provide the product name and description of why the product is suspected of being non-conforming.

What date did you become aware of the suspected NCBP product?

Date D D M M Y Y Y Y
 / /

What action have you taken since becoming aware of the suspected NCBP?

Who else have you advised of the suspected NCBP?

4. SUSPECTED NCBP DETAILS CONTINUED

Has the location been secured? If yes, how?

What action has been taken to prevent any further risk?

5. OTHER HELP

Have you asked any other organisation for help?

Yes

No

If yes, which organisation was it?

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


6. GOING TO A COURT OR TRIBUNAL

Are you prepared to appear before a court or tribunal if required?

Yes

No


7. DOCUMENTS PROVIDED WITH THIS NOTIFICATION

 Please tick the documents (if any) that you have provided with this notification.

Copy of contract	Yes
Copy of quotation	Yes
Copies of plans, specifications, manufacturer's product information etc.	Yes
Copies of any forms given or received for the work	Yes
Copies of invoices issued to you or by you	Yes
Copies of receipts	Yes
Copies of advertisements	Yes
Copy of business card or other documentation to help identify the relevant party	Yes
Copy of any correspondence between you and the relevant party	Yes
Copies of complaints made to other organisations	Yes
Photos of NCBP or building work	Yes
Other (please specify)	

8. DECLARATION


Please ensure you have completed all relevant fields and have included all relevant documentation and evidence.
 (If the QBCC is not provided with sufficient information your complaint may not be investigated and you will be notified accordingly.)

 **WARNING: PLEASE NOTE, it is an offence under section 108C of the Queensland Building and Construction Commission Act 1991 to give the Commission a document containing information the person knows is false or misleading. The QBCC may exchange information under section 28B of the Queensland Building and Construction Commission Act 1991 with other agencies including information provided on this form.**


I declare the information provided in this complaint, to the best of my/our knowledge, is true and correct.

Name of person providing the declaration

Applicant's signature Date D D M M Y Y Y Y
/ /

 Please ensure the Declaration is not dated more than one (1) month prior to the date the application is submitted to QBCC.

IMPORTANT

 **DO NOT SEND ORIGINAL DOCUMENTS** – the QBCC cannot return documents. Any documents provided by you will be destroyed in accordance with Principle 7 - Information Standard 40.

What if the QBCC can not investigate the complaint?
 The QBCC cannot pursue all the complaints it receives. Your complaint will be carefully considered however it may not be investigated. If the QBCC **does not** investigate you may still have civil rights you can pursue. You should seek legal advice in relation to any civil remedies. If the QBCC **does** investigate and take action, we may use a range of remedies which include education, advice, warnings, fines, public warnings, disciplinary action or prosecutions.

How will this information be used?
 The QBCC may use the information provided in this complaint for intelligence purposed related to administration and enforcement of the QBCC Act and Plumbing and Drainage Act 2018.