COMPLAINT FORM
DURING CONSTRUCTION – DOMESTIC BUILDING WORK

COMPLAINTS BY PRINCIPAL CONTRACTOR – DURING CONSTRUCTION – DOMESTIC BUILDING WORK

We know getting your building issues resolved is incredibly important. We want this process to be as efficient as it can be for you.

BEFORE YOU COMPLETE THIS FORM:

1. Do you have all of the documents you need to continue? (see list on page 2).
   Without all required documents, your submission cannot be assessed and you lose all your time you spent filling out this form.

2. Is QBCC the best option for resolving your dispute? Check our website qbcc.qld.gov.au to see if you are eligible.

Remember, it’s important to first get your documents in order. Without all of these documents, your submission cannot be reviewed and you lose all your time spent filling out this form.

WHAT CAN YOU MAKE A COMPLAINT ABOUT?

1. Defective building work (only during construction – before your contract is complete).

2. Contract disputes (only during construction – before your contract is complete).

To find out more about complaints after your contract or subcontract has been completed, visit the QBCC website at qbcc.qld.gov.au or call us on 139 333.

WHEN CAN WE ASSIST?

Your contract or subcontract must be:

1. still in progress (e.g. not completed) 
   AND

2. for more than $3,300 in value (including labour, materials and GST).
   If your contract or subcontract is for plumbing, drainage, gas fitting, chemical termite management system installation, building design, site classification, fire protection or completed building inspections, it can be investigated regardless of value. Hydraulic design work over the value of $1,100 can also be investigated.
   AND

3. for domestic building work.

   Domestic building work includes things like:
   • building a house or duplex
   • renovating, altering, extending or repairing a home, which can include a residential apartment or unit
   • landscaping, paving, driveways, fencing, garages, carports, swimming pools and other associated works, supplying lighting, heating, ventilation, air-conditioning, water supply, sewerage and other services and facilities.

Check your contract or subcontract terms for how you should deal with disputes, including any warranty periods for minor defects. Make sure you have followed these closely to avoid breaching your contract.

WHO CAN APPLY?

Principal contractor – You have entered into a contract for domestic building work with a property owner or have entered into a subcontract with a subcontractor to carry out domestic building work.

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

IS OUR DISPUTE SERVICE RIGHT FOR YOU?

Avoid wasting time by checking if our dispute service is right for you before you apply.

Disputes about the quality of work (e.g. defective building work) – only during construction:

Our expert team can:
• contact both parties to try to facilitate an agreement
• only if this is unsuccessful and if defective work is alleged, we may inspect to decide if the work is defective or not
• try to facilitate an outcome that will result in the work being fixed.

QBCC has no power to:
• direct how work should be fixed
• supervise repairs
• fix defective work ourselves.

Disputes about your contract or subcontract – only during construction:

Our expert team can:
• work with both parties to try to facilitate an agreement about contract issues (e.g. payments due, approval of variations).

QBCC has no power to:
• require someone to pay or refund monies
• make decisions or give orders about your contract
• force either party to comply with any agreement.

The Queensland Civil and Administrative Tribunal (QCAT) can make decisions about contract disputes. As part of our service, we will issue you a letter so you can apply to QCAT if you’d like their help. You cannot apply to QCAT until you have completed our process.
WHAT WILL HAPPEN AFTER YOU APPLY?

1. **Acknowledgement** – You will receive an email confirming receipt which provides your unique case number.

2. **Assessment** – A specialist QBCC Resolution Services officer will assess your submission and contact you and the other party to discuss the complaint. An attempt will be made in this first phone call to facilitate an outcome. Our aim is to quickly facilitate an acceptable agreement between both parties.

3. **Parties meet to resolve items** – If there is alleged defective work, you meet the other party on site to review each item and decide a plan for the repair of any agreed items. Only required if your complaint items relate to defective work.

4. **Repairs** – All agreed repairs are carried out and/or any agreed contractual items addressed.

5. **Inspection** – If there are any defective work items which cannot be resolved, a specialist Building Inspector is assigned to the case and will contact you and the other party to attempt to facilitate an outcome. If this is unsuccessful, the QBCC Building Inspector may undertake a site inspection.

6. **Resolution** – Following a site inspection, we may issue a Direction to Rectify to you, and any relevant subcontractors, to rectify defective building work you are found to be responsible for. In most cases, this requires a 28-day minimum rectification period. We have no power to issue a direction for items that are not defective building work. If you fail to comply with a direction, you may be fined or prosecuted.

HOW TO APPLY

- 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).
- After Section 10 (Complaint Items) there is a template to list all of your complaint items. If your complaint relates to a unit complex, use the ‘Unit Complex’ template to list all of your complaint items. 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)

<table>
<thead>
<tr>
<th>If you were engaged to carry out the work:</th>
<th></th>
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<tbody>
<tr>
<td>Contract</td>
<td>✓</td>
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</table>

<table>
<thead>
<tr>
<th>If you engaged a subcontractor to do the work:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Subcontract agreement</td>
<td>✓</td>
</tr>
</tbody>
</table>
## COMPLAINT FORM
### DURING CONSTRUCTION – DOMESTIC BUILDING WORK

RETURN YOUR COMPLETED FORM AND ALL DOCUMENTS BY:
- **Post:** GPO Box 5099 Brisbane QLD 4001.
- **In person:** QBCC service centres are listed on our website [qbcc.qld.gov.au](http://qbcc.qld.gov.au).

### COMPLETING THIS FORM
- Use **BLACK** pen only
- Print clearly in **BLOCK LETTERS**
- DO NOT use correction fluid – any amendment should be crossed out and initialled

### 1. YOUR COMMITMENT

It is important you are truthful about the information you provide, so we can review your submission quickly and fairly.

We also need you to fully complete this form. Customers who provide all of the requested information are most likely to avoid delays in getting their case assessed.

Giving incorrect information to the QBCC is an offence under the *Queensland Building and Construction Commission Act 1991* and can result in a fine and your case being closed.

- I agree the information I provide in this form will be completely truthful and accurate.
- I agree I have all of the required documents on hand now and will fully complete this form, including filling out the Complaint Items section of this form for every defective work item.
- I understand that the documentation submitted with this form may be made available to other parties under the *Right to Information Act 2009* or *Information Privacy Act 2009*.

<table>
<thead>
<tr>
<th>Name of person</th>
<th>Signature</th>
<th>Date</th>
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</table>

### PRIVACY NOTICE
The QBCC is collecting the information on this form to assist in resolving your dispute. We may provide all or some of this information to the other party. 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](http://www.qbcc.qld.gov.au).

### OFFICE ONLY

<table>
<thead>
<tr>
<th>CRN:</th>
<th>Licence No:</th>
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<th>Action Officer:</th>
<th>File No:</th>
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</table>
### 2. WHO ARE YOU OR WHO ARE YOU REPRESENTING?

Principal contractor [ ] Authorised agent [ ]

### 3. PRINCIPAL CONTRACTOR’S DETAILS

<table>
<thead>
<tr>
<th>Title</th>
<th>Mr</th>
<th>Mrs</th>
<th>Miss</th>
<th>Ms</th>
<th>Other</th>
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<td>Email</td>
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</table>

### 4. LOCATION OF DOMESTIC BUILDING WORK

Real Property Description: these details can be found on your Rates Notice or your Certificate of Title.

<table>
<thead>
<tr>
<th>Lot no (e.g. 6)</th>
<th>Plan (e.g. RP/SP/BUP/GTP)</th>
<th>Plan no (numeric)</th>
<th>House no</th>
<th>Unit no</th>
<th>Address</th>
<th>State</th>
<th>Postcode</th>
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</table>
### 5. PRINCIPAL CONTRACTOR’S AGENT

For agents acting on principal contractor’s behalf, please provide a copy of the written authorisation.

<table>
<thead>
<tr>
<th>Title</th>
<th>Mr</th>
<th>Mrs</th>
<th>Miss</th>
<th>Ms</th>
<th>Other</th>
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<td>First Names</td>
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<td>Company Name</td>
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<td>Contact Person</td>
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<td>Contact Person ph</td>
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<td>Email</td>
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</table>

### 6. WHO IS THE COMPLAINT AGAINST?

<table>
<thead>
<tr>
<th>Title</th>
<th>Mr</th>
<th>Mrs</th>
<th>Miss</th>
<th>Ms</th>
<th>Other</th>
</tr>
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<tbody>
<tr>
<td>Surname</td>
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<td>ACN</td>
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<tr>
<td>QBCC Licence Number</td>
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</tr>
</tbody>
</table>
6. WHO IS THE COMPLAINT AGAINST? CONTINUED

Postal address

Home ph

Mobile

Email

State

Postcode

What date did you notify the other party in writing of your complaint? Date

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

What is the name of the person you notified?

What was their response to your complaint? (Please only use space provided)

7. OTHER INFORMATION

Please tick either YES or NO for each question.

Is there a family relationship between you and the other party? e.g. sibling

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

Have you previously had any other complaint lodged with QBCC?

If yes, when was it lodged? Date

What was the case number?

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

If yes, please provide a copy of the agreement.
# COMPLAINT FORM
## DURING CONSTRUCTION – DOMESTIC BUILDING WORK

### 8. BUILDING WORK

**Date contract signed:**

<table>
<thead>
<tr>
<th>D</th>
<th>D</th>
<th>M</th>
<th>M</th>
<th>Y</th>
<th>Y</th>
<th>Y</th>
<th>Y</th>
</tr>
</thead>
</table>

Date

**Contract amount:**

$\ldots\ldots\ldots\ldots\ldots\ldots\ldots\ldots\ldots\ldots\ldots$

**Date contract commenced:**

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<th>D</th>
<th>D</th>
<th>M</th>
<th>M</th>
<th>Y</th>
<th>Y</th>
<th>Y</th>
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</tr>
</thead>
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Date

**Cost of variations:**

$\ldots\ldots\ldots\ldots\ldots\ldots\ldots\ldots\ldots\ldots\ldots$

**Date the work was completed or work stopped**

<table>
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<tr>
<th>D</th>
<th>D</th>
<th>M</th>
<th>M</th>
<th>Y</th>
<th>Y</th>
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</thead>
</table>

Date

**Payments to date:**

$\ldots\ldots\ldots\ldots\ldots\ldots\ldots\ldots\ldots\ldots\ldots$

**Amount still owing:**

$\ldots\ldots\ldots\ldots\ldots\ldots\ldots\ldots\ldots\ldots\ldots$

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

- Construction of a new home
- Trade work – e.g. landscaping, tiling, painting
- Swimming pool
- Extension
- Renovation
- Other (please specify)

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**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 or subcontract agreement.

Please tick which item/s you have supplied:

- Building contract
- Subcontract Agreement
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. COMPLAINT ITEMS

List every complaint item individually on the following pages.

ONLY ITEMS LISTED ON THE FOLLOWING PAGES WILL BE CONSIDERED – EVEN IF THEY ARE INCLUDED IN A SEPARATE, ATTACHED REPORT. Failing to do this will delay our assessment of your submission – you will have to repeat this step before we can progress your submission.

If you represent a body corporate:

• Use the Unit Complex – internal complaint items page (page 11) to list all items INSIDE the building
• Use the Unit Complex – external complaint items page (page 12) to list all items OUTSIDE the building.

For all others:

• Use the Internal complaint items page (page 9) to list all items INSIDE the building
• Use the External complaint items page (page 10) to list all items OUTSIDE the building.
**Internal complaint items**

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

Only items listed in this table will be assessed. List every item individually – even if they are included in a separate, attached report.

<table>
<thead>
<tr>
<th>Item no.</th>
<th>Date item noticed</th>
<th>Room/location of item (select only one per item)</th>
<th>Brief description</th>
<th>Photo reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>12/10/18</td>
<td>Bathroom/ensuite X Living room</td>
<td>Cracked tiles in the shower.</td>
<td>Photo 1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Bedroom</td>
<td>Dining room</td>
<td>Laundry</td>
</tr>
</tbody>
</table>
**Step 1.** Enter Item number and date.  **Step 2.** Select Room/Location  **Step 3.** Write a brief concise description of each item.  **Step 4.** Add a reference for your photos if including them.

Only items listed in this table will be assessed. List every item individually – even if they are included in a separate, attached report.

<table>
<thead>
<tr>
<th>Item no.</th>
<th>Date item noticed</th>
<th>Location of item</th>
<th>Brief description</th>
<th>Photo reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>12/10/18</td>
<td>Building foundations</td>
<td>External stair treads are loose and timber is splitting.</td>
<td>Photo 2</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Building systems i.e. termite barriers, fire safety, alarm systems</td>
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<td></td>
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<tr>
<td></td>
<td></td>
<td>External walls (building or dwelling)</td>
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<td>Other</td>
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<td>Site drainage or storm water</td>
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<td>Stairs and steps</td>
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<td>External walls (building or dwelling)</td>
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<td>Site drainage or storm water</td>
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<td>Site drainage or storm water</td>
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<td>Stairs and steps</td>
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</tr>
</tbody>
</table>

0069 CF During Constr Version 3, June 2019

Page 10 of 12
**Unit complex – internal complaint items**

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

Only items listed in this table will be assessed. List every item individually – even if they are included in a separate, attached report.

<table>
<thead>
<tr>
<th>Item no.</th>
<th>Date item noticed</th>
<th>Unit or location</th>
<th>Location of item</th>
<th>Brief description</th>
<th>Photo reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>12/10/18</td>
<td>Basement</td>
<td>Stairs and steps</td>
<td>Concrete floor is cracked and lifting in two places.</td>
<td>Photo 1</td>
</tr>
</tbody>
</table>

**Example**

- Building systems
- Electrical (fire safety)
- Stairs and steps
- Escalators
- Gymnasium
- Hallways and corridors
- Shops, offices and amenities
- Other

- Building systems
- Hydraulic
- Fire separating walls
- Lifts
- Shops, offices and amenities

- Building systems
- HVAC (Aircon)
- Communal space, i.e. laundry
- Glass and glazing
- Shops, offices and amenities

- Building systems
- HVAC (Aircon)
- Communal space, i.e. laundry
- Glass and glazing
- Shops, offices and amenities

- Building systems
- HVAC (Aircon)
- Communal space, i.e. laundry
- Glass and glazing
- Shops, offices and amenities

- Building systems
- HVAC (Aircon)
- Communal space, i.e. laundry
- Glass and glazing
- Shops, offices and amenities
### Unit complex – external complaint items

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

Only items listed in this table will be assessed. List every item individually – even if they are included in a separate, attached report.

<table>
<thead>
<tr>
<th>Item no.</th>
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<th>Location of item</th>
<th>Brief description</th>
<th>Photo reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>12/10/18</td>
<td>Unit 2A</td>
<td>Building systems, termite barriers, fire safety</td>
<td>Fire separating walls have not been constructed in accordance with Australian Standards.</td>
<td>Photo 2</td>
</tr>
</tbody>
</table>

- Building systems, termite barriers, fire safety, alarm systems
- Pump room, hydraulics, Fire safety
- External wall (building or dwelling)
- Other

- Structures on property i.e. shade sails, sheds, carports
- Driveways and paths
- Stairs and steps
- Decks and patios
- Fences, walls and retaining walls
- Pool
- Site drainage and storm water

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**Note:** The table continues with similar entries for items 2, 3, and 4, each with their respective locations and brief descriptions.