

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

Please complete all details of this application where applicable. All items marked with an * asterisk must be completed before submitting.

PLEASE NOTE: While all complaints are carefully considered by the QBCC, we cannot pursue them all.

To make the best use of our resources and increase benefits to the public, we target areas where there is evidence or where there may be potential loss to consumers.

Return your fully completed form and ALL required documents by:

- Post: GPO Box 5099 Brisbane QLD 4001
- in person: [QBCC Service Centres](#) are listed on our website
- Fax: 07 3247 5762
- Email: qbcc.complaints@qbcc.qld.gov.au
- Online: Lodge via [myqbcc](#)

1. NATURE OF THE COMPLAINT

It is important that you identify exactly the nature of your complaint in the text field below.

For example

Home or building owners:

- unlicensed building work – have you had work completed by someone who does not hold a QBCC licence but should
- non-payment of the Qld home warranty scheme by a contractor doing work for you
- domestic contractual issues such as no or non-compliant contract
- advertising offences

For contractors

- commercial contract issues such as no or non-compliant contract
- advertising offences
- fit and proper concerns
- failing to carry out commercial or statutory obligations

- progress payment issues such as not receiving a payment schedule or payment of adjudicated amount

Other matters that QBCC can address

- Defective or incomplete building work, please use the [Residential and Commercial Construction Work Complaint Form](#).
- If someone owes you money you can lodge a [Monies Owed Complaint Form](#)
- Project bank account complaints can be lodged via the [Project Bank Account Complaint Form](#)
- Complaints against an adjudicator please use the [Complaints Against an Adjudicator Form](#)

IMPORTANT: Please refer to Section 6 for the evidence the QBCC requires before being able to investigate your complaint.

**OFFICE
USE ONLY**

CRN:

Receipt amount

Licence number

Receipt number

2. COMPLAINANT DETAILS

*Name (Company/individual)

*Contact name

*Postal address

*State *Postcode *Mobile

*Phone Fax

*Email

Preferred method of correspondence

Post Email Phone

ABN

ACN

QBCC Lic no.

3. WHO IS THE COMPLAINT AGAINST?

*Name (Company/individual)

*Contact name

*Postal address

*State *Postcode *Mobile

*Phone Fax

*Email

Preferred method of correspondence

Post Email Phone

ABN

ACN

QBCC Lic no.

4. LOCATION OF BUILDING WORK (see Note 5 for assistance with this question)

Real Property Description: these details can be found on your rates notice or your Certificate of Title
Please provide as much information as possible.

Lot no	<input type="text"/>	Plan type	<input type="text"/>	Plan no	<input type="text"/>
*Street address (include no., street, suburb/ locality and postcode)	<input type="text"/>				
Local government the land is situated?	<input type="text"/>				
*Are you the owner of the property?	No	Yes	* Is this a residential property?	No	Yes
* If you are not the owner, what is your relationship/involvement with the contractor? (e.g. a subcontractor to the builder etc.)*	<input type="text"/>				
* Are you the owner/builder permit holder?	No	Yes	What is your owner/builder permit number?	<input type="text"/>	

5. GOING TO A COURT OR TRIBUNAL

Are you prepared to appear before a court or tribunal if required? No Yes

6. COMPLAINT DETAILS (see Note 6 for assistance with this question)

Answer the following questions if they are applicable

For all complaints

What is the contractual arrangement with the contractor?

(a) Has work commenced, and if so on what date?	No	Yes	▶	<input type="text"/>	<input type="text"/>	/	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
What is the value of work or quoted/contracted amount?	\$	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	.	<input type="text"/>	<input type="text"/>	Inc. GST
(b) Has the work been completed, and if so on what date?	No	Yes	▶	<input type="text"/>	<input type="text"/>	/	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
(c) Were you provided with a written contract and if so on what date was it signed?	No	Yes	▶	<input type="text"/>	<input type="text"/>	/	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	\$	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	.	<input type="text"/>	<input type="text"/>	Inc. GST

6. COMPLAINT DETAILS (see Note 6 for assistance with this question)

Answer the following questions if they are applicable

For owners of residential properties

(d) On what date did you accept the quote or offer to do building work?

D	D	M	M	Y	Y	Y	Y

(e) Did you pay a deposit, and if so what amount and on what date did you pay?

No

Yes ▶

D	D	M	M	Y	Y	Y	Y

\$.			Inc. GST
----	--	--	--	--	--	--	--	--	--	---	--	--	----------

(f) Have you made any other payments to the contractor? and if so, on what date, what for and what amount?

No

Yes

D	D	M	M	Y	Y	Y	Y

\$.		
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D	D	M	M	Y	Y	Y	Y

\$.		
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D	D	M	M	Y	Y	Y	Y

\$.		
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(g) Were you provided with a written contract signed by both you and the contractor and if so what date was the contract signed?

No

Yes ▶

D	D	M	M	Y	Y	Y	Y

(h) Did you receive a commencement notice?

No

Yes

(i) Did you receive a copy of the QBCC Consumer Building Guide?

No

Yes

7. OTHER INFORMATION

(a) Do you require a translator or other special services?

No

Yes ▶

Please provide details

(b) Do you believe the subject of this complaint poses a health or safety risk?

No

Yes ▶

Please provide details

(c) Have you lodged a complaint about this matter with any other regulatory body?

No

Yes ▶

Please provide details

7. OTHER INFORMATION

Further information

8. EVIDENCE CHECKLIST

	Yes
Copy of contract	<input type="checkbox"/>
Copy of quotation	<input type="checkbox"/>
Copies of invoices issued to you or by you	<input type="checkbox"/>
Copies of receipts	<input type="checkbox"/>
Copies of advertisements	<input type="checkbox"/>
Copy of business card or other documentation to help identify the contractor	<input type="checkbox"/>
Copy of any correspondence between you and the contractor	<input type="checkbox"/>
Copies of complaints made to police	<input type="checkbox"/>
Copies of plans and specifications	<input type="checkbox"/>
Photos of building work performed, the contractor, the contractor's vehicle etc.	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>

IMPORTANT

Do not send original documents – the QBCC can not return documents. Any documents provided by you will be destroyed in accordance with Principle 7 - Information Standard 40.

Is there a time limit for making a complaint?

QBCC Act Offences

Prosecution must be made within two years from the date the offence was committed or one year from the date the QBCC first become aware of the offence (whichever is later).

To allow for investigation time, the QBCC requests that complaints be made within 18 months of the offence date or within six months from the date of first notification of the offence to the QBCC.

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, demerit points, conditions on your licence, public warnings, injunctions, disciplinary action or prosecutions.

How will this information be used?

The QBCC may use the information provided in this complaint for intelligence purposes related to administration and enforcement of the QBCC Act and PD Act.

9. COMPLAINANT/S DECLARATION

Please ensure you have completed all mandatory 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.

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

Complainant name

Signature Date

	D	D		M	M		Y	Y	Y	Y

Complainant name

Signature Date

	D	D		M	M		Y	Y	Y	Y

PRIVACY NOTICE: The QBCC is collecting the information on this form to assist in the investigation of your complaint, on a confidential basis and in furtherance of an investigation or possible contravention of the law. The information will only be used to investigate your complaint or for surveying purposes to assist the QBCC to improve its services.

Please note, however, that:

- some information used in taking disciplinary action against an offender may indicate the origin of the complaint
- supporting evidence provided by you, including documents such as quotations, contracts, invoices etc may be provided to the alleged offender
- in relation to complaints about fitness to hold a licence, details of all allegations must be provided to the alleged offender
- you may be required to give evidence in court
- the information collected may be requested by other government agencies which have certain powers to request this information or disclosed by order of a court or tribunal of competent jurisdiction
- all information held by the QBCC may be subject to application for access under the *Right to Information Act 2009* (the Act). Information may be released in accordance with the Act and QBCC's Right to Information policy.

NOTIFICATION OF OFFENCE FORM NOTES

Do not send original documents – the QBCC can not return documents. Any documents provided by you will be destroyed in accordance with Principal 7 - Information Standard 40.

If you don't understand one of the questions in this form, please refer to the following notes to assist you.

1. It is important that you identify exactly what you are complaining to the QBCC about. If you wish to complain about defective or incomplete building work, use the 'Residential and Commercial Construction Work Complaint Form'. You may tick more than one box from the selection provided and include details in the "Other" section if one of the other boxes does not suit. Refer to the QBCC's website for more information in relation to each of these investigation types.
2. Please provide all of your details so that we may contact you about the investigation. We may require more information to investigate a complaint so it is important that we are able to contact you. In some cases where a prosecution is commenced it is vital to obtain a statement from you. The QBCC will NOT investigate any complaint that is submitted anonymously. This is to ensure our limited resources are used most efficiently and to also deter vexatious complaints.
3. Please provide as much detail as possible in relation to the contractor. If the QBCC cannot successfully identify or locate the offender, no action can be taken.
4. It is important to know how you came about dealing with the contractor. This helps the QBCC understand the whole story, assists with locating the contractor, and in cases of rogue contractors, understand their patterns of behaviour to help stop them from awful actions.
5. The site of the building work is vital to prove an offence. It will help determine if it is exempt building work, domestic building work or residential construction work.
6. These questions will help the QBCC investigate your complaint. Information provided here may mean the QBCC will not need to contact you further about the investigation unless there is something else we need to prove an offence. This will ensure the QBCC investigator's time is used efficiently and effectively. You will still be notified about the result of the investigation on its completion.

7. Please give a general detailed description of your complaint. This will assist the QBCC to understand the whole story in relation to the complaint and what offences may have occurred that you may not be aware of. Include details of how you came to engage the contractor, any monies paid and any other concerns you had in your dealings with the contractor. Attach an additional document if there is insufficient space.
8. It is very important that you include ALL documentary evidence to substantiate your complaint. Evidence is required by a QBCC investigator to prove all elements of an offence. The evidence must prove beyond a reasonable doubt that the offence has been committed, who committed the offence, and the particular date and site the offence was committed at. If the QBCC cannot prove ALL of the elements of the offence, then disciplinary action CANNOT be taken against the contractor.

Section 6 gives you a list of documents the QBCC may be able to use to prove the offence. If you have these documents please include them all with your complaint form. If there is insufficient evidence, no action will be taken by the QBCC and a letter will be sent advising you of this. To assist investigating complaints about no payment schedule given or non-payment of an adjudicated amount, please provide a copy of the adjudicator's decision and if possible the decision certificate issued by the Registrar.

The QBCC cannot pursue all the complaints it receives. Your complaint will be carefully considered however it may not be investigated. Please refer to the Compliance and Enforcement Policy on the QBCC website for more information.

WAS THE WORK VALUED AT \$3,300 OR LESS?

The QBCC can only assist with a complaint if the work was 'building work' that was valued at more than \$3,300. The 'value' of the work means the reasonable cost of the work, including labour and materials.

The QBCC is unable to assist if the work was valued at \$3,300 or less (including labour and materials), UNLESS the work was plumbing, drainage, gas fitting, building design, site classification, chemical termite management, or fire protection, or over \$1,100 for hydraulic services design work.

For investigations into breaches of domestic building contract requirements, the contract value must be in excess of \$3,300.

For investigations into breaches of the Queensland Home Warranty Scheme, the value of residential construction work must be over \$3,300.