

Information regarding form. This is the approved complaint form for notifying the QBCC of a complaint in relation to a Project Bank Account.

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 public interest. Please refer to the Compliance and Enforcement Policy.

Privacy Notice. The QBCC is collecting personal information on this form to investigate your complaint relating to a Project Bank Account. This is authorised by the *Building Industry Fairness (Security of Payment) Act 2017*.

All information held by the QBCC may be subject to application for access under the *Right to Information Act 2009 (RTI Act)* and *Information Privacy Act 2009 (IP Act)*.

1. NATURE OF THE COMPLAINT

- Issue with the establishment, opening or closing of a project bank account
- Unlawful payment to or from project bank account or discrepancy in payment instruction
- Written notice or approved form not received in relation to project bank account
- Failure to notify of related entity (or suspected related entity)
- Other, please specify:

2. YOUR DETAILS

Principal	Head Contractor	Subcontractor	Other: _____
*Name	<input type="text"/>		
*Position	<input type="text"/>		
*Company name	<input type="text"/>		
ABN/ACN	<input type="text"/>	QBCC Licence No	<input type="text"/>
Postal Address	<input type="text"/>		
	<input type="text"/>	State	<input type="text"/>
		Postcode	<input type="text"/>
Business ph	<input type="text"/>	Mobile	<input type="text"/>
Email	<input type="text"/>		
	<input type="text"/>		

3. WHO IS THE COMPLAINT AGAINST?

Principal	Head Contractor	Subcontractor	Other: _____
Company name	[Grid]		
ABN/ACN	[Grid]	QBCC Licence No	[Grid]
Postal Address	[Grid]		
Contact Person	[Grid]	State	[Grid] Postcode [Grid]
Business ph	[Grid]	Mobile	[Grid]
Email	[Grid]		

4. PROJECT DETAILS

*Principal name [Grid]

Project description [Large Text Area]

*Site Address [Grid]

[Grid] State [Grid] Postcode [Grid]

Date contract between Principal and Head Contractor signed [D][D] / [M][M] / [Y][Y][Y][Y]

Contract amount \$ [Grid]

IF RELEVANT:

Name of Subcontractor [Grid]

Date contract between Head Contractor and Subcontractor signed [D][D] / [M][M] / [Y][Y][Y][Y]

5. PROJECT BANK ACCOUNT DETAILS

Financial Institution	<input type="text"/>																							
Branch name	<input type="text"/>																							
Address	<input type="text"/>																							
<input type="text"/>										State		<input type="text"/>			Postcode		<input type="text"/>							

6. FURTHER INFORMATION

Note: 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. Attach any additional document if there is insufficient space.

7. EVIDENCE CHECKLIST

- Copy of contract
- Copy of subcontract
- Copy of invoices, payment claims and/or payment schedules
- Copy of any correspondence regarding the project bank account
- Copy of bank documentation regarding the project bank account
- Copy of written notices and/or approved forms
- Transaction reports regarding the project bank accounts
- Other, please specify:

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.

Is there a time limit for making a complaint?

BIF 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 nine months from the date of first notification of the offence to the QBCC.

What if the QBCC cannot 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 the licence, public warnings, injunctions, disciplinary action or prosecutions. Please refer to the Compliance and Enforcement Strategy for more information, which can be found on the QBCC website.

8. DECLARATION

Note: 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 declare the information provided in this complaint, to the best of my knowledge, is true and correct.

Name

Signature

Date

D	D	/	M	M	/	Y	Y	Y	Y
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Return your completed form and ALL required documents by:

Post: GPO Box 5099 Brisbane QLD 4001; email: qbcc.complaints@qbcc.qld.gov.au (all required documents must be scanned and attached); or in person: QBCC Queensland service centres are listed on our website.