



Receipt No.

Building Complaint Form

This is the approved form for lodgement of a complaint relating to a regulated building service or a home building work contract under section 5(1) and (2) of the *Building Services (Complaint Resolution and Administration) Act 2011 (WA)*. **NOTE: This form is not to be used for a disciplinary matter.**

1. Type of complaint

Building service Home building work contract

2. Type of work

Building work Painting work Plumbing work Building surveying work

3. Complainant details (ie the person making the complaint)

Title Mr Mrs Ms Other

Given names Family name

Address Postcode

Title Mr Mrs Ms Other

Given names Family name

Address Postcode

Name of partnership or company (only applicable if the complaint is being made on behalf of a partnership or company)

Home telephone Work telephone

Email Mobile

Preferred method of service of documents on you Post Fax Email

Registration/licence type Registration/licence number

(ie builder, painter, plumber, surveyor) (only applicable if you are a licensed or registered practitioner, contractor or tradesperson)

4. Fees

Complaint fee \$102 Complaint fee (concession – proof of concession must be provided) \$51

Note: if you are making both a building service complaint and a home building work contract complaint, a fee is required for both (ie \$204 for both complaints, or \$102 for both complaints if you have a concession).

Payment details

Online (credit card) at: www.buildingcommission.wa.gov.au Receipt no:

By post Credit card Cheque Money order

In person Cash Eftpos Credit card Cheque Money order

Credit card authorisation

Amount authorised to be charged to my credit card by the Building Commission

Credit card holder name Card type: Mastercard Visa

Card number

Card expiry date

5. Respondent details (ie the person or building service provider you are complaining about)

Is the respondent an individual a partnership a company not sure

Title (only applicable for individual) Mr Mrs Ms Other

First name

Family name

(In the case of a partnership or company, please include full name of the partnership or company in the 'First Name' or 'Family Name' boxes above)

Trading name (if applicable)

ABN or ACN no. (if applicable)

Address (It is preferable that this is not a Post Office Box address)

Postcode

Respondent contact details

Home telephone

Area code ()

Work telephone

Area code ()

Email

Mobile

Area code ()

Registration/licence type (eg builder, plumber etc.)

Registration/licence number

(Only applicable if the respondent is a registered practitioner or contractor, or a licensed contractor or tradesperson)

6. Complaint details

Address of service (ie property where the work was carried out)

Complainant's interest in the property (eg owner, builder, neighbour etc)

Local authority (ie city, town or shire council)

Has a building licence or permit been issued in relation to the work that is subject of the complaint?

Yes No If 'Yes', please provide the building licence/permit number

Jurisdiction – dates

For building service (ie workmanship) complaints, please provide either of the following:

- the date which the building work was commenced and
the date which the building work was completed
- if the respondent did not complete the work, the date the respondent last carried out work at the property .

For home building work contract (ie contractual) complaints please provide:

- a full copy of the contract or documents (eg quote, letter or email) that contains the contractual terms, including the date when all the terms were agreed to;
- if all or part of the contract or agreement was not in writing please attach to this form a written statement of what you say the agreement was and include:
 - a numbered list of all the terms that were agreed;
 - the date when all the terms were agreed to;
 - the dates when the contract was to start and finish or the length of time it was to take;
 - the value of the contract; and
 - the details of any variations to the contract after the initial terms were agreed to including the date of the agreement and the value.

Brief description of complaint (You **MUST** also complete the 'Complaint schedule' below)

Complaint schedule (If the number of items in dispute exceeds the space on this page, please copy this page and commence a new page starting at the next number)

No.	Item/location/clause	Description	Attachment no.	Remedy sought	Respondent's response
Eg 1.	External east wall	Mortar falling out of brickwork	Photo Id.	Repair wall	He refused

7. Preliminary action

- I have served notice on the respondent advising:
- that I propose to make a complaint;
 - the remedy that I will seek; and
 - the evidence on which I propose to rely.

Date and time of service

Person served

Service address

Method of service (*You must provide evidence to confirm service*)

- Personal service by delivering notice to the respondent at their residential address
- Personal service by delivering notice to a person, over the apparent age of 16 years, at the residential address of the respondent
- Personal service by delivering notice to a person apparently in charge of the principal place of business or registered office of the respondent
- Normal post to the residential / principal place of business / registered office of the respondent
- Registered post to the residential / principal place of business / registered office of the respondent
- Other (*please provide details*)

8. Declaration

I declare that the content of this form is true and correct. I acknowledge that under section 104 of the *Building Services (Complaint Resolution and Administration) Act 2011*, penalties of up to \$25,000 for an individual and \$125,000 for a company apply where it is proven that false or misleading statements were made in connection with this complaint or on this form.

Signature

Date

9. Supplementary information

Do you have any special requirements that the Building Commission should be aware of in dealing with this complaint (eg need an interpreter, have a disability etc)?

- Yes No (If 'Yes', please provide details)

10. Lodgement

Submit completed form and any supporting documents to:

In person (at): The Building Commission
Level 1, 31 Troode Street
West Perth WA 6005
Mon-Fri 8:30am – 5.00pm

By post (addressed to):
The Building Services Board
c/o the Building Commission Complaints Branch
Locked Bag 12, West Perth WA 6872

Email: bccomplaints@commerce.wa.gov.au
(signed and scanned copy of the form)

Fax: (08) 9476 1333
(20 pages max)