



Date complaint received

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 (HBWC) 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  (*alleging the building service was not carried out in a proper and proficient manner or was faulty or unsatisfactory*)  
 HBWC; or  (*about a breach of contract including non-payment or other adjustment of rights under a HBWC*)  
 Both  (*two fees will be applicable for lodging both types of complaint, refer to section 3*)

### 2. Complainant details (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, company or body corporate (*if applicable*)

Home telephone  Work telephone   
 Area code ( ) Area code ( )

Email  Mobile

Registration/licence type  Registration/licence number

(*i.e. builder, painter, plumber or building surveyor – only applicable if you are a licensed or registered practitioner, contractor or tradesperson*)

### 3. Fees

Complaint fee \$119.00  Complaint fee – Concession (proof of concession must be provided) \$59.50

**Note:** If you are making both a building service complaint and a home building work contract complaint, a fee is required for both.

#### Payment details

Online (credit card) at: [www.dmirs.wa.gov.au/building-commission](http://www.dmirs.wa.gov.au/building-commission) 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 Building and Energy

Credit card holder name  Card type: Mastercard  Visa

Card number

Card expiry date   /

#### 4. Respondent details (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

Given names

Family name

Name of partnership, company or body corporate (if applicable)

Trading name (if applicable)

ABN & ACN number (if applicable)

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

Postcode

Home telephone

Area code ( )

Work phone

Area code ( )

Email

Mobile

Is the respondent registered/licenced? Yes  No

Registration/licence type

Registration / licence number

(i.e. builder, painter, plumber or building surveyor)

#### 5. Complaint details

Building work  Painting work  Plumbing work  Building surveyor work

Further description (new dwelling, additions, swimming pool etc.)

Property address (i.e. address where building service was or would have been carried out)

Complainant's interest in the property (e.g. owner, builder, neighbour etc.)

Local authority (i.e. 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

Contract amount

For building service (i.e. workmanship) complaints, please provide the following:

- the date on which the building work commenced
- the date on which the building work was completed; or
- if work was not completed, the date work was last carried out

For Home Building Work Contract (i.e. contractual) complaints please provide:

- a full copy of the contract or documents (e.g. 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 the variation was agreed to and the value.

## 6. Complaint schedule

Brief description of complaint (you **MUST** also complete the "Complaint schedule" below)

It is critical to the resolution of the complaint that the items are expressed in a clear and concise manner enabling easy reference. Please provide a short description of each item of complaint below. **The items below should reflect those communicated to the respondent in your Notice of Proposed Complaint.**

**Note:** General descriptions such as "faulty", "poor" or "unacceptable" are not appropriate.

| No.     | Item/location/clause | Description                     | Reference to evidence relied upon | Remedy sought | Respondent's response |
|---------|----------------------|---------------------------------|-----------------------------------|---------------|-----------------------|
| Example | External east wall   | Mortar falling out of brickwork | Photograph 4 inspection report    | Repair wall   | He/she refused        |
| 1.      |                      |                                 |                                   |               |                       |
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*(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)*

## 7. Preliminary action

- I declare that 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 (*proof may be required*):

- 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 and Energy should be aware of in dealing with this complaint (e.g. need an interpreter, have a disability etc.)?

- Yes  No (if "Yes", please provide details)

## 10. Lodgement

Submit completed form and any supporting documents:

**In person at:** Building and Energy  
Level 1, 303 Sevenoaks Street  
Cannington WA 6107  
Mon-Fri 8:30am–4.30pm

**By post** (addressed to): Building and Energy Complaints Branch  
Locked Bag 100  
East Perth WA 6892

**Email:** [bccomplaints@dmirs.wa.gov.au](mailto:bccomplaints@dmirs.wa.gov.au)  
(4MB maximum)

**Fax:** (08) 6251 1501  
(20 pages maximum)

# Complaint lodgement checklist

Office use only

- Have you made your complaint in time?**
  - Building service complaints must be made:
    - *within six years of the work being completed.*
  - Home building work contract complaints must be made within:
    - *three years of the contract date;*
    - *three years of the breach of contract occurring;*
    - *three years of the cause of action arising; or*
    - *10 days of notice of the price rise being provided by the builder, if related to a dispute over a price rise to the contract.*
  
- Have you included a copy of the Notice of Proposed Complaint?**

At least 14 days prior to lodging your complaint, you must provide the respondent with notice of:

  - your intention to lodge the complaint;
  - the remedy you are seeking; and
  - the evidence upon which you intend to rely.

The notice must be in writing and should outline all of the subject items of the complaint, including the remedy you are seeking for each. A Notice of Proposed Complaint pro-forma can be found at [www.dmirs.wa.gov.au/building-commission](http://www.dmirs.wa.gov.au/building-commission).
  
- Have you provided a list of complaint items?**

You must provide a clear list of the items of your complaint and the remedy you are seeking for each. A schedule of complaint is located on page 3 of the complaint form for your use. The items of complaint should reflect those provided to the respondent in the Notice of Proposed Complaint.
  
- Have you provided proof of service?**

Please complete section 7: "Preliminary action", and sign the declaration in section 8 of the complaint form.
  
- Have you included sufficient information to confirm who the respondent is, the nature of the works performed, the value of the works and when the works were completed? This may be done by including one or more of the following:**
  - Copy of the contract/invoices.
  - Copy of the building permit (*can be obtained from local government authority*).
  - Other correspondence.
  
- Is there any other relevant correspondence?**

Please include copies of other correspondence or documentation **relevant** to the complaint where applicable.
  
- Have you provided the respondent's contact details?**

The respondent's contact details should include a postal address, telephone number and email if available. Failure to provide an address for the service of documents may result in your complaint being refused.
  
- Have you included payment details?**

**Failure to provide the above information may result in lengthy delays or in the Building Commissioner refusing to accept your complaint**