

Complaint Handling Procedure

All employees of Impact Building Approvals are committed to complying with the 'Code of Conduct for Building Surveyors' formed by the Victorian Building Authority (VBA) in 2021.

The Code of Conduct outlines 8 key principles for building surveyors & building inspectors to operate properly and fairly within the building surveying profession, including the following:

- 1) Act in Accordance with the law and in the public interest**
- 2) Act with integrity, honesty, objectivity and impartiality**
- 3) Perform competently and within the required level of expertise and experience**
- 4) Act independently**
- 5) Avoid conflicts of interest**
- 6) Document and maintain records**
- 7) Communicate promptly and efficiently**
- 8) Provide a complaint handling process and address issues of non-compliance.**

If you believe that any employee of Impact Building Approvals may not have acted in accordance with these principles, you have the right to register a complaint by sending us an email to: admin@impactba.com.au.

Our commitment to you after receiving a complaint

We will acknowledge receipt of your complaint within 24 business hours.

We will contact you within 7 business days of receiving your complaint. Any initial contact may be via email or phone. During the course of our correspondence we will seek to fully understand your concerns, request further information as required, investigate your complaint, keep you informed during the investigation phase and communicate what we will do to resolve the matter to the best of our ability within the scope of our responsibilities.

If you are dissatisfied with our process or the outcome of the completed complaints procedure, there are further options available to you via recognized Authorities and dispute resolution processes depending on the nature of the issue.

For any other concerns or feedback that are not related to the above 8 key principles of the code of conduct, please contact us at admin@impactba.com.au.

Further Notes:

Complaints outside the scope of our engagement should be referred to the appropriate agency. (ie. Planning matters to your local council, Owner/Builder disputes to Consumer Affairs Victoria or Domestic Building Dispute Resolution Victoria)

The types of complaints we may be able to assist with include the following:

- Non-compliant building work
- Protection work matters

- Siting or overlooking issues: however, if the planning permit includes siting or overlooking requirements then these complaints should be directed to the planning department of the relevant local council.