Customer Feedback Policy

December 2017

UNDER REVIEW

qbcc | QUEENSLAND BUILDING AND CONSTRUCTION COMMISSION

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CUSTOMER FEEDBACK POLICY

Scope

Customers are encouraged to provide feedback in relation to any aspect of the organisation's delivery of its statutory functions, services, policies or procedures, or service delivery provided by the QBCC. This policy covers all feedback submitted to the QBCC and can include:

- Complaints about policies, service delivery, staff courtesy or conduct,
- Compliments about statutory functions of the QBCC, excellent customer service, efficiency or courtesy,
- Suggestions for improving service delivery or services provided by the QBCC.

Authority

Under s219A of the *Public Service Act 2008*, departments must establish and implement a system for dealing with customer complaints, comply with any Australian Standard (currently AS/NZS 10002:2014) about complaint handling that is in effect from time to time, and provide for giving a customer notice of an outcome to a complaint.

The QBCC has implemented a complaints management system contained within the broader Customer Feedback system that complies with the recommendations made by the Queensland Ombudsman, and is guided by this policy.

Matters that are managed outside of the Customer Feedback Framework

QBCC Administrative Decisions

The QBCC provides a range of statutory functions defined under:

- *Queensland Building and Construction Commission Act 1991*
- *Queensland Building and Construction Commission Regulation 2003*
- Building and Construction Industry Payments Act 2004
- Building and Construction Industry Payments Regulation 2004
- Building Act 1975
- Building Regulation 2006
- Building Industry Fairness (Security of Payment) Act 2017
- Plumbing and Drainage Act 2002
- Plumbing and Drainage Regulation 2003
- Standard Plumbing and Drainage Regulation 2003
- Subcontractors Charges Act 1974

The above legislation provides for the licensing of builders or contractors, compliance and financial auditing functions, and management of defective building work complaints among others. Further information about the functions of the QBCC can be found at www.qbcc.qld.gov.au.

Feedback received by the QBCC in relation to matters falling under the QBCC's jurisdiction will be recorded and progressed under the Customer Feedback Framework; however, where a complaint is received about a QBCC administrative **decision** (a decision made under one or more of the above legislation) the complainant will be referred to the appropriate review process. Further information about these types of decisions and the appropriate review processes are listed in the Appendix.

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Where a complaint is received about an administrative decision that includes aspects relating to service delivery or conduct, the two issues will be separated, and the service delivery complaint will be dealt with under this policy.

The administrative decision may be eligible for review by the QBCC's Internal Review Unit and is subject to the Internal Review Policy.

Misconduct or Corruption Complaints

These are serious complaints relating to a staff member's actions or behaviour which, if proved, could lead to prosecution or disciplinary action including terminating the services of the person involved in the conduct if that person is a current employee.

Examples of allegations may include assault, fraud, corruption, bribery, harassment.

Complaints about fraud should be referred to the General Counsel. Other misconduct complaints are confidentially investigated under the direction of the Chief Human Resource Officer.

Complaints about rudeness or lack of courtesy, response timeframes, delayed responses to queries and the like are not regarded as misconduct.

Feedback received by the QBCC that raises a suspicion of misconduct or corrupt conduct relating to a QBCC staff member should be immediately referred to the Chief Human Resource Officer.

The Crime and Corruption Act 2001 imposes a duty on the QBCC to report any suspicion of corrupt conduct. The CCC has primary responsibility for reviewing complaints about, or matters involving, corrupt conduct.

The complaint will be considered in accordance with the relevant policies and guidelines, namely:

- Managing Staff Misconduct issues (guidelines);
- Management of Corrupt Conduct and Public Interest Disclosure Policy;
- Managing Employee complaints;
- *Crime and Corruption Commission Act 2001.*

A decision is then made by the Chief Human Resource Officer about how the complaint should be managed. A complaint about misconduct or corruption could be:

- investigated by a senior QBCC officer under the guidance of the Chief Human Resource Officer;
- investigated by the QBCC Staff Conduct Committee; or
- referred to an appropriate external body such as the Crime & Corruption Commission (CCC). The CCC may refer a matter back to the QBCC for investigation, assume a monitoring role, or decide to investigate.

The investigation process is managed and the outcome is provided by the Chief Human Resource Officer.

Public Interest Disclosures (PID)

A PID is a disclosure about suspected wrongdoing or danger in the public sector made under the *Public Interest Disclosure Act 2010.*

Any complaints received that contain elements of PID must be referred to the Chief Human Resource Officer for confidential investigation in accordance with the Management of Corrupt Conduct and Public Interest Disclosure Policy; and the *Public Interest Disclosure Act 2010* and *Crime and Corruption Act 2001.*

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Anonymous Feedback

The QBCC will accept anonymous feedback. A customer may also ask for their identity to be withheld.

Where this applies, the QBCC will deal with the complaint in a confidential manner that is respectful to both the complainant and the respondent. Reasonable steps will be taken to protect personal information from loss, unauthorised access, use, disclosure or any other misuse during the complaints handling process. However, the QBCC cannot give an assurance of absolute confidentiality, given statutory obligations and principles of natural justice.

If a person wishes to lodge an anonymous complaint, they should be aware of the following:

- Unless there is sufficient detail about the complaint, it will be difficult for the QBCC to fully and effectively consider the issue;
- No response can be provided to an anonymous complainant.

In assessing and determining what action to take in relation to anonymous feedback, consideration is given to:

- The content or seriousness of the issue;
- Whether the customer provided sufficient information or detail to justify further action on the feedback.

Complaints Management Model

The QBCC has adopted the following complaints management model:

Level 1 - Frontline complaints resolution

Where possible, complaints should be resolved at the first point of contact.

- *The types of cases that apply in this instance are generally administrative issues that can be resolved immediately. Examples of this may be complaints about a customer not receiving a licence card, or insurance certificate.*

Level 2 – Internal assessment, investigation or review

Complaints that are unable to be resolved at first point of contact should be referred to the Customer Feedback Team for assessment and allocation.

- *The types of cases that apply in this instance may include complaints about service delivery, case management or decisions made by the QBCC, or the amount of time taken to issue a licence.*

The complaint will be appropriately allocated for consideration, assessment or investigation (where relevant). Customers will be advised about the outcome of any investigation and provided with the appropriate review rights (where they apply).

Customers who are dissatisfied that their complaint has been properly considered or investigated will have the right to request that the matter be escalated.

In this case, the complaint and previous response will be reviewed, and a final response will be provided to the customer. Advice will be provided about appropriate external review rights.

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Level 3 - External assessment, investigation or review

The customer may lodge a complaint with the Office of the Queensland Ombudsman where all review rights within the QBCC have been exhausted.

When conducting an investigation, the Ombudsman:

- Must maintain confidentiality
- Is not bound by the rules of evidence
- Must comply with natural justice.

The Ombudsman may provide a report and recommendations to the Commissioner. These reports may be tabled in the Queensland Parliament and released publicly.

Guiding Principles

Customer focused

The QBCC commits to treating its customers with respect and courtesy, adopting a customer-focused approach to receiving and managing feedback.

The QBCC will provide information to customers on its website about how to lodge feedback, and the assistance that can be provided. The Customer Feedback Policy will be published on the QBCC website, and made available to customers upon request.

The QBCC will try to resolve complaints received at first point of contact. Where this is not possible, complaints will be referred to the Customer Feedback Team.

Where a matter is more complex and further investigation is required, the investigation will be undertaken in a timely manner or considered with the aim of achieving a resolution and/or informing improvements in QBCC's service delivery and business practices.

The QBCC undertakes to keep customers updated on the progress of any investigations that are undertaken.

Where a complaint requires intensive care, due to complexity or other considerations, it will be referred to the Manager, Priority Customer Cases.

Objectivity and Fairness

The Customer Feedback Framework supports the QBCC's commitment to ensure clear accountabilities, ethical standards of behaviour and a commitment to act in accordance with the QBCC's Code of Conduct.

The lodgement of a complaint by a customer will neither jeopardise the outcome of any other process being undertaken by the QBCC, nor will the complainant be victimised because of having lodged a complaint.

Where a staff member receiving a complaint believes there to be an actual, perceived or potential conflict of interest in dealing with the matter, or referring the matter to the next escalation point, they should refer to the QBCC's Conflict of Interest Policy and associated policies and procedures for direction on how to deal with the conflict.

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Where an investigation is required, the case will be allocated to a supervisor or manager at a higher level than the original decision-maker. Where an investigation is commenced, the investigator assigned will remain impartial, and consider the complaint on its merits.

Investigation timeframes will be monitored by the Customer Feedback Team to ensure that there are no undue delays incurred in the investigation phase, and the matter is diligently investigated.

Visibility and Transparency

In the interest of visibility and transparency, the Customer Feedback Policy will be made publicly available, and will be published on the QBCC website.

Customers are provided with advice about how they can lodge complaints, and the levels of assistance provided for those requiring translation or hearing impairment services. The Customer Feedback Policy will be made available to QBCC staff on the QBCC Intranet.

External Reporting

In accordance with s219A of the *Public Service Act*, the QBCC will also publish information on its website about the number of complaints received and provide details on how complaints were resolved by 30 September after each Financial Year End. This information will be updated annually.

Availability

QBCC provides several options for the lodgement of feedback:

Online:	Online form at https://qbcc.force.com/myQBCC/s/contactsupport
Telephone:	139 333 (overseas callers +61 7 3447 2160)
Mail:	GPO Box 5099 Brisbane QLD 4001
Fax:	+61 7 3225 2999
In person:	Customer Contact Centre and Regional Service Centres

Assistance

Customers who have difficulties lodging feedback will be provided with the assistance they require.

Primarily, any QBCC staff member may lodge feedback on a customer's behalf, and assistance is available if the customer has difficulty speaking or writing English, or if the customer would feel more comfortable speaking or writing in their own language.

Translation Services

The Queensland Government has information on translating services available or customers may access the Translating and Interpreting Service (TIS) National by phoning 131 450.

Hearing Impaired Services

Hearing impaired customers may utilise the following services:

- Speak and Listen users can call 1300 555 727, or
- Access the National Relay Service at https://internet-relay.nrscall.gov.au/;
- The TTY service, available by calling 13 36 77.

Further information on the assistance available can be found on the QBCC Contact Us page on the QBCC website at www.qbcc.qld.gov.au.

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Charges

The QBCC will not charge a fee for the lodgement of feedback, nor will it impose a charge to investigate a complaint.

Responsiveness and communication

Customers who have lodged feedback online and have provided an email address will receive an automated email acknowledgement, providing the customer with a case reference number.

Compliments

Where a compliment has been received, it will be assessed and allocated to the relevant supervisor or manager within the relevant business unit within one business day. The supervisor or manager will acknowledge the staff member's performance as appropriate in the business unit.

Suggestions

Where a suggestion has been received, it will be assessed and allocated to the relevant supervisor or manager within the relevant business unit within one business day. The supervisor or manager will consider the suggestion, and decide whether the idea could be implemented.

Complaints

Where a complaint has been received, it will be allocated to a supervisor or manager for assessment or investigation within the relevant business unit within one business day. Where the customer has provided an email address, the customer will be sent an email advising of the case allocation and relevant staff member's name.

Customers will be contacted within three business days of lodgement, and advised the outcome of the complaint, or alternatively, where a matter is more complex, be provided with information about how the complaint will be progressed.

The officer investigating a complaint should provide regular updates to the customer about the progression of their complaint.

Where an investigation has been completed, the investigating officer should advise the customer how the complaint was resolved; the outcome of any investigation undertaken, including reasons for decisions made (where relevant), and any remedies to the complainant as soon as practicable after the completion of the investigation.

Remedies

Types of remedies (more than one may be applied) may include:

- An apology;
- An adequate explanation;
- Indication of changes to process, policy or procedure arising from complaints;
- Correction of misleading or incorrect records;
- Disciplinary action of staff;
- Other assistance.

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Equity

All feedback will be assessed on its merits, and assigned a priority level in accordance with the urgency and importance of the feedback (Low, Medium or High).

Where a complaint has been received, that has health or safety implications, the matter will be marked as a high priority complaint and allocated to the relevant Senir Leadeship Team member for immediate attention.

Regardless of the priority level assigned to the feedback case, it will be dealt with in accordance with the response timeframes laid out above.

Privacy and Disclosure

The QBCC is obligated to comply with the provisions under the *Right to Information Act 2009* and *Information Privacy Act 2009.*
Personal information obtained from customers when lodging feedback will only be used for the purposes of resolving the feedback and obtaining feedback on the management of the feedback.

External reporting on feedback will not contain any information that is personally identifiable.

Where a complaint is received about misconduct or corruption, it will be considered by the Chief Human Resource Officer for confidential investigation. The complaint and case details, when allocated to the Staff Conduct Committee, are not visible to general staff.

When providing information to a complainant regarding the outcome of a complaint investigation, the QBCC will take into consideration the requirements under the *Information Privacy Act 2009*, and strive to achieve a balance between compliance of its legislative obligations and affording the privacy of individuals involved to the greatest practicable extent.

Conduct of Parties

All QBCC staff are subject to the Code of Conduct and must uphold the highest standards of courtesy, honesty and integrity. The QBCC undertakes to treat all customers courteously and fairly and has an expectation that customers treat QBCC staff accordingly.

There may be occasions where customers are not satisfied with the performance of the organisation, or the decisions it makes. While it is understandable that these customers may be upset and angry, the QBCC will not tolerate abuse or threats towards its staff, and will take appropriate action if this occurs, including reporting the matter to the Queensland Police.

For further information, refer to the Unreasonable Conduct & Disengagement Policy.

Workplace Health and Safety

The QBCC is committed to ensuring, so far as is reasonably practicable, a safe and healthy working environment for its staff, and that the health and safety of visitors to QBCC workplaces is not affected by the way QBCC conducts its business.

The Work Health and Safety Policy and Procedure has been adopted to underpin the QBCC's commitment to comply with the *Work Health and Safety Act 2011* and *Work Health and Safety Regulation 2011.*

The QBCC recognises that providing a safe and healthy working environment includes consideration of physical, psychological, biological and mechanical hazards and risks.

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Complaints involving multiple parties

Where a complaint has been received that involves multiple parties about the same issue, the QBCC reserves the right to ask complainants to nominate a representative to engage with the QBCC on their behalf.

Empowerment of Staff

The capture of all feedback by staff reinforces positive behaviour, encourages accountability, and embeds the values of striving for continual improvement in the service delivery of the QBCC's functions.

This positive environment provides a platform for staff to provide their own feedback on the efficiency and effectiveness of the Customer Feedback Framework and process. Staff are encouraged to suggest improvements to the process, system or the policy.

To ensure that staff are equipped to deal with feedback, the QBCC will provide relevant training and education to staff who would be receiving feedback and dealing with complaints. This training covers how to capture feedback, resolving complaints at first point of contact, and the Customer Feedback Policy and associated process. Additional training is provided to relevant staff to assist them to deal with challenging customers, and managing unreasonable conduct behaviour.

Accountability

All QBCC staff

All QBCC staff are responsible for treating customers in a courteous and respectful manner.

Where possible, complaints should be resolved at first point of contact. Where matters are more complex, or require investigation, cases should be referred to the Customer Feedback Team.

Staff are required to complete the training on the Customer Feedback System and the associated policies where relevant to their position.

Role of Customer Feedback Team

- Acknowledgement of feedback where required,
- Assessment of the priority level and immediate action where required;
- Allocation to an officer of appropriate seniority in accordance with priority level for assessment or investigation (where relevant) and direct response to the customer;
- Assisting with a coordinated response where more than one operational area or person is involved;
- Providing assistance and support to staff to ensure quality responses are provided to customers;
- Performance monitoring, evaluation and reporting on the Customer Feedback System.

Role of the Customer Feedback Manager

- Assist and advise staff and supervisors with appropriate management of feedback;
- Provide advice in relation to dealing with unreasonable complainants;
- Analysis of data and provision of insights to Senior Leadership Team;
- Consideration of serious complaints, and the provision of advice and recommendation about the appropriate management of such complaints;

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- Assistance with drafting of appropriate responses where necessary;
- Assessment and referral of complex complaints, or complaints requiring intensive care to the Manager, Priority Customer Cases;
- Referral of misconduct or corruption complaints to the Chief Human Resource Officer, and ensuring confidentiality of records;
- Monitoring the effectiveness of the Customer Feedback System and process (by monitoring feedback response times, the number of escalated complaints, and survey responses);
- Promote the Customer Feedback System, Policy and process, and ensure staff awareness of these.

Role of the Manager, Priority Customer Cases

- Assess and investigate complaint cases referred by the Customer Feedback Manager. These cases require special attention due to a number of factors;
- Assess complaints with regard to special services or support that may be required by the customer;
- Commence an assessment or investigation, liaising directly with the relevant business units;
- Maintain exceptional communication with the customer;
- Provide comprehensive explanations of processes, policies or decisions that may impact the customer;
- Ensure a quality response is provided to the customer, with any relevant review rights;
- Ensure a full handover is provided to the relevant officer before commencing the normal case management process.

Role of the Senior Leadership Team

- Monitor the performance of the business units in response to complaints;
- Consider the data and insights provided by the Customer Feedback Manager, and any recommendations for business improvements;
- Discuss and prioritise business improvement initiatives and mechanisms required to implement;
- Consider any internal or external audit recommendations required to improve the Customer Feedback Framework.

Role of the Staff Conduct Committee

- Assess the merits of complaints about misconduct or corruption where required, and ensure the appropriate investigation process is undertaken;
- Provide updates to the customer on the progress of any investigation undertaken;
- Provide a response to the customer on the outcome of any investigation;
- Report to the Senior Leadership Team and the QBC Board about complaints actioned by the Committee and outcomes;
- Set and revise agreed service standards from time to time.

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Role of the Commissioner

- Brief the Minister and the QBC Board, and other relevant external agencies, in relation to customer feedback;
- Ensure public reporting on complaints at the end of every financial year;
- Ensure a regular audit and review of the Customer Feedback Framework;
- Decide on matters of customer disengagement.

Continual Improvement and Review

In order to ensure continual improvement in relation to the effective and efficient management of feedback, there are regular reviews conducted into the performance of the Customer Feedback Framework.

Performance Reporting

The Customer Feedback Manager is responsible for producing a bi-annual report for the Senior Leadership Team containing the following information:

- Number of complaints, suggestions and compliments received in the current financial year;
- Comparative analysis on the previous reporting period;
- Analysis of complaint types and subject matter;
- Identification of primary issues impacting departments;
- Identification of business improvement opportunities;
- Identification of issues of strategic importance;

The Customer Feedback Manager should also consider the performance of the Customer Feedback Framework, and whether improvements or changes need to be made, considering:

- Identification of training, staffing or resource issues;
- Results and progress of implementation of recommendations from any internal or external audits undertaken over the past 6 months.
- Accessibility – whether the Customer Feedback process is readily available to customers and is user-friendly;
- Timeliness – whether timelines for responding to complaints have been met and, if not, remedial action proposed;
- Satisfaction – as evidenced by any complaints about the Customer Feedback process;
- Compliance – by considering reports on the operation of the Customer Feedback process.

The Customer Feedback Manager should include any recommendations for changes to the policy, processes or system for consideration.

The Senior Leadership Team will consider the report and prioritise any business improvement initiatives to be undertaken.

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Audit

From time to time, as decided by the Senior Leadership Team, the Customer Feedback Framework may be subjected to one or more of the following review processes:

- An internal audit
- An external audit
- QBCC internal quality assurance audit

The Finance, Audit and Risk Committee is responsible for approving the audit.

Prevention of ongoing disputes

The QBCC recognises that many customers will not be satisfied with decisions made by the QBCC in carrying out its statutory functions.

QBCC staff should ensure that explanations are provided to customers about the role of the QBCC, its functions, and the services that it can and cannot provide to manage customer expectations of the outcome being sought.

A full explanation should be provided to customers about the decisions made by the QBCC and the appropriate review processes available to customers who believe a decision is incorrect.

QBCC staff should ensure that customers are provided with regular updates on the progression of their case, particularly where processes become protracted for reasons outside the QBCC's control.

Complaints received about service delivery will be dealt with under the Customer Feedback Framework.

The QBCC will attempt to resolve all complaints to the customer's satisfaction; however, this may not always be possible. Customers will be advised to seek an external review into matters they feel have not been properly investigated.

The continual improvement and reporting processes have been put in place to prioritise, monitor and track recommended improvement opportunities with the aim of improving the customer experience and reduce the number of complaints received.

Managing Unreasonable Conduct

Unreasonable conduct is behaviour by a current or former customer, which, because of its nature or frequency raises substantial health, safety, resource or equity issues for the parties involved.

For further information, please refer to the Unreasonable Conduct & Disengagement Policy.

Definitions

Administrative decision – A decision made under the legislation governing the QBCC, associated with a statutory function of the QBCC, which is directed towards a particular person, company or organisation.

Anonymous Feedback – Comments provided by a person who has not provided any identifying information, or has asked for their identity to be withheld.

Appropriate area – The QBCC operational area or business unit team to which the feedback directly relates.

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Conduct – See "Staff Conduct complaint".

Commissioner – Within the scope of this policy refers to the Commissioner of the Queensland Building and Construction Commission.

Compliment – An expression of praise or satisfaction, or "positive feedback" made about any aspect of the organisation's delivery of its statutory functions, services, policies or procedures, or service delivery provided by the QBCC within the scope of the policy.

Complaint – An expression of dissatisfaction or "negative feedback" made about any aspect of the organisation's delivery of its statutory functions, services, policies or procedures, or service delivery provided by the QBCC within the scope of the policy.

Complaints Model – A high level strategy for dealing with complaints.

Customer – Any member of the community or industry that interacts with the QBCC and who is not employed by the QBCC.

Customer Feedback Framework – Means the combination of the QBCC Customer Feedback Policy, Customer Feedback Procedures, Customer Feedback System, and the Unreasonable Conduct & Disengagement Policy as an overarching framework within which QBCC will deal with feedback received from its customers.

Customer Feedback System – The system implemented by the QBCC (Salesforce) to manage, track and report on feedback received within the scope of this policy.

Customer Feedback Manager – A staff member with the appropriate skills, who is appointed to monitor adherence with QBCC's Customer Feedback Framework.

Customer Feedback Process – Defines the steps required to capture, assess, allocate, investigate (where necessary) and resolve feedback

Customer Feedback Team – a team made up of the Customer Feedback Manager and the Customer Feedback Officer.

Feedback – Complaints, compliments or suggestions provided to the QBCC by a customer.

Internal Audit – The QBCC's Governance & Risk Unit independently assesses compliance with policies, procedures and processes, and recommends improvements where required.

Manager, Priority Customer Cases – a staff member, with appropriate skills who is engaged to manage sensitive or special needs complaints, undertake reviews of processes and recommend appropriate actions to be taken.

Misconduct – Conduct that could, if proved, lead to disciplinary action including terminating the services of the person involved in the conduct if that person is a current employee. Staff conduct is governed by the QBCC Code of Conduct and other relevant policies and regulation.

Operational area – An area or team in the QBCC that can make administrative decisions.

Public Interest Disclosure – A disclosure about suspected wrongdoing or danger in the public sector made under the *Public Interest Disclosure Act 2010*.

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Reviewable decision – An administrative decision with a defined external review path.

Service delivery – A staff member's ability to undertake actions required as part of the delivery of QBCC functions, to which the customer is impacted. For example, frequency and style of communication with the customer.

Staff – An employee of the QBCC, including but not limited to employees on a temporary contract. In the context of serious conduct complaints, staff may include a person who is no longer an employee or was not at the time but is now an employee.

Staff Conduct Committee – A committee made up of the Chief Human Resource Officer (Chair), Manager Executive Services and the Senir Leadsership Team member associated with the investigation matter, which decides staff conduct complaints including overseeing the disciplinary process in relation to breaches of the QBCC's Code of Conduct.

Staff Conduct complaint – Allegations which relate to a staff member's actions or behaviour which, if proved, could lead to disciplinary action including terminating the services of the person involved in the conduct if that person is a current employee. Staff conduct is governed by the QBCC Code of Conduct and other relevant policies and regulation.

Senior Leadership Team – A team made up of the Commissioner and the Commissioner's direct reports.

Suggestion – Information provided to the QBCC by a customer resulting from their reactions to a product, service or the performance of a task by staff or a representative of QBCC which is clearly intended or implied as a basis for improvement.

Supervisor – A manager or senior staff member who is directly responsible for the person or appropriate area to which the feedback relates.

Unreasonable Conduct - behaviour by a current or former customer which, because of its nature or frequency raises substantial health, safety, resource or equity issues for the parties involved.

Authority	Commissioner
Date	December 2017
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Related Documents – forms and procedures	1. 2. 3.

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APPENDIX: – Feedback not covered by this Policy

Feedback about:	Step 1: QBCC decision	Step 2: Internal review option	Step 3: External review option
Being given information held by or created by QBCC	Contact the QBCC or make an application under the *Information Privacy Act 2009* or *Right to Information Act 2009* by filling out a form available on our website at – http://www.qbcc.qld.gov.au/right-information-application	Contact QBCC or fill in an application form online at: http://www.qbcc.qld.gov.au/sites/default/files/IP-InternalReviewApplicationForm.pdf	Office of the Information Commissioner
Complaints about defective building work or about an insurance claim under the Queensland Home Warranty Scheme (administrative decision).	The relevant operational area will assess your complaint. Contact QBCC or fill in a complaint form online at: http://www.qbcc.qld.gov.au/building-complaints/complaints-about-defective-building-work	Contact QBCC or fill in a an internal review application form online at: http://www.qbcc.qld.gov.au/contractors/forms-fact-sheets-publications/forms	The Queensland Civil and Administrative Tribunal or the Queensland Ombudsman's Office.
Complaints about licensee behaviour, non-payment, unlicensed contracting and breaches of legislation (administrative decision).	The relevant operational area will assess your complaint. You will need to complete a Notification of Offence form or a Monies Owed Form. Contact QBCC or fill in a complaint form online at: http://www.qbcc.qld.gov.au/contractors/forms-fact-sheets-publications/forms	N/A	Courts or the Queensland Ombudsman's Office.
Complaints against a certifier (administrative decision).	The relevant operational area will assess your complaint. You will need to complete the relevant form. Contact QBCC or fill in a form online at: http://www.qbcc.qld.gov.au/contractors/forms-fact-sheets-publications/forms	Contact QBCC or fill in an internal review application form online at: http://www.qbcc.qld.gov.au/contractors/forms-fact-sheets-publications/forms	The Queensland Civil and Administrative Tribunal or the Queensland Ombudsman's Office.
Licensee complaints licensing decisions and exclusions (administrative decision).	The relevant operational area will assess your complaint. Contact QBCC or fill in a complaint form online at: http://www.qbcc.qld.gov.au/contractors/forms-fact-sheets-publications/forms	Contact QBCC or fill in an internal review application form online at: http://www.qbcc.qld.gov.au/contractors/forms-fact-sheets-publications/forms	The Queensland Civil and Administrative Tribunal or the Queensland Ombudsman's Office.
An Early Dispute Resolution (EDR) process for disputes about building contracts over $3,300 where the contract has not been terminated.	The EDR process can be initiated by either the homeowner or the principal contractor by contacting the QBCC at: https://www.qbcc.qld.gov.au/contact-us	Contact QBCC for review options at: https://www.qbcc.qld.gov.au/contact-us	The Queensland Civil and Administrative Tribunal or the Queensland Ombudsman's Office
Public Interest Disclosures (PIDs) under the *Public Interest Disclosure Act 2010.**	Contact the QBCC to request information on how to make a PID or send an enquiry through https://www.qbcc.qld.gov.au/contact-us	N/A	A PID can be dealt with externally through proper authorities depending on the allegation - such as, Crime and Corruption Commission, Queensland Ombudsman's Office, etc.
A complaint which is an allegation about 'corrupt conduct' as defined under S.15 of the Crime & Corruption Commission Act 2001.	Submit a complaint to QBCC attention: Staff Conduct Committee. https://my.qbcc.qld.gov.au/s/contactsupport	N/A	An allegation of corrupt conduct can be referred directly to the Crime and Corruption Commission.
A complaint about the decision to register an Adjudicator	Submit a complaint to the Registrar, BCIPA at https://my.qbcc.qld.gov.au/s/contactsupport.	N/A	The Civil and Administrative Tribunal
Complaint about an Adjudicator's decision	This type of complaint in only reviewable externally.	N/A	A complaint about an Adjudicato's decision is only reviewable by the Supreme Court under Judicial Review. See legal advice.

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