

# Your guide to QBCC's dispute resolution process

When things go wrong with your building project, and when you and your builder can't agree on how to fix it, QBCC can help. We've developed a proven process to help you and your builder resolve problems.

The guide below explains the process for complaints about residential construction work.

## 1. Lodging your complaint

- Visit our website, one of our regional offices or call us on 139 333 to get a copy of the complaint form
- Once we receive your complaint form, we will assign you an Assessment Officer

## 2. Assessing your complaint

Your Assessment Officer will:

- contact you to discuss your claim and may ask for more information
- contact your builder to start mediation
- If appropriate, facilitate mediation between you and your builder



## 3. Inspecting the site

- If mediation is unsuccessful, your Assessment Officer will arrange a Building Inspector to inspect the items listed in your complaint form
- QBCC will advise you and your builder in writing of:
  - the Building Inspector assigned to you
  - the date and time of inspection
  - the items to be inspected

## 4. Resolving your complaint

If your Building Inspector determines your builder is liable, we will advise them in writing of the items to be rectified and specify a time frame.

After this, if your builder does not fix the items, your complaint will go to an Insurance Assessment Officer to review under the Home Warranty Scheme.

If your Building Inspector determines your builder is not liable for your complaint items, we will advise you in writing and take no further action.

**Note:** This process does not apply to complaints about subsidence as this needs to be investigated further.

## Need more information?

Visit [www.qbcc.qld.gov.au](http://www.qbcc.qld.gov.au) or call QBCC on 139 333.