



**TITLE:**           **COMPLAINTS PROCEDURE –**  
Building Contract Review Program (BCRP)

**PURPOSE**

- Provides a detailed framework and procedure for dealing with Client Complaints and Disputes.

**SCOPE**

- This procedure applies to any complaint or dispute from a Client or Supplier arising from SHAC’s services provided under the Building Contract Review Program.
  - A “Complaint” is any expression of dissatisfaction with a product or service offered by SHAC, where the complainant specifically requests the matter be dealt with formally, or where SHAC management believes the matter is significant to the extent it should be dealt with formally.
  - A “Dispute” is a complaint that has been considered and responded to by SHAC, but where a resolution has not been achieved.
- Contact details for complaints and disputes:
  - Relationship Manager: Nick Smith
  - Phone number: 02 4961 5888
  - Email address: admin@shac.com.au and nick@shac.com.au

**PROCEDURE**

- The complainant claiming there is a complaint/dispute will send written notice to the other party setting out the nature of the complaint/dispute.
- SHAC will acknowledge the complaint/dispute notice within 3 business days of receipt of the complaint/dispute, and advising the complainant of SHAC’s Complaint and Dispute Resolution Procedure.
- SHAC will in the first instance attempt to resolve the dispute immediately by direct negotiation, and where successful, confirm the resolution in writing to the complainant.

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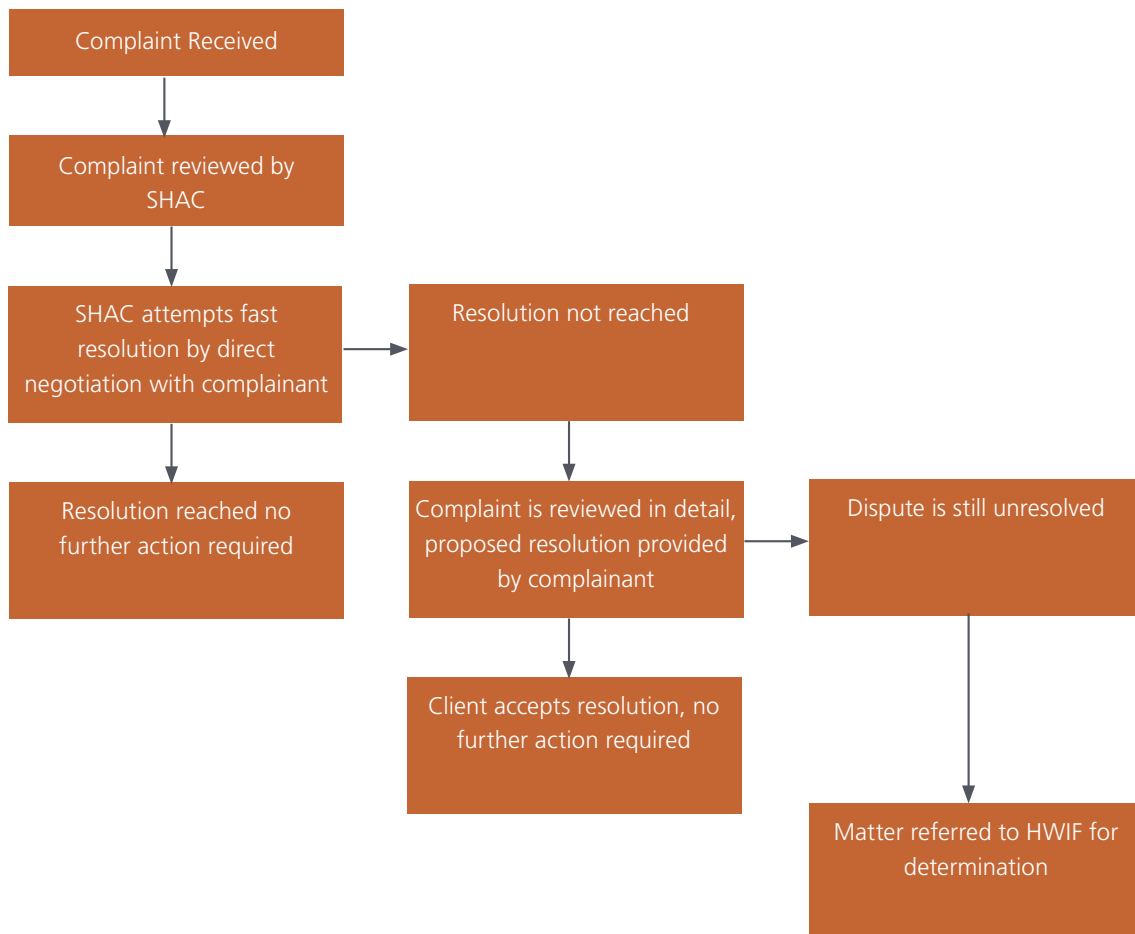
- Where immediate resolution is not possible, SHAC will review the matter in detail and provide a written response and proposed resolution to the complainant within 15 business days of notice of the complaint. Should it become apparent an investigation of the complaint may take longer than 15 business days the complainant will be advised as soon as possible.
- Where the proposed resolution is not accepted by the complainant, the Complaint is considered to be a "Dispute", and the matter is then to be referred to HBCF within 5 business days for a formal determination of the dispute as described in section 4.2 of the NSW Govt. HBCF, BCRP Complaint and Dispute Procedure.

### RECORDS

- Records of complaints, disputes and resolutions must be kept in the related project files, and kept and archived in accordance with all project file storage and archiving.

### PROCESS FLOW

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