



## Purpose

Customer enquiries may be received by various media, such as phone, face-to-face, written, internal and electronic messaging. The purpose of this document is in accordance with section 12(2)(k), ie. a territorial authority (TA) and building consent authority (BCA) are required to perform any functions that are incidental and related to any of the functions listed in section 12.

## Scope

This document covers how to effectively manage a customer enquiry. If the customer enquiry is about where they need to go or where specific information is located, details about the customer are not recorded in the prelodgement application (PLA) system. If the enquiry relates to a building matter, then these types of requests are logged into PLA. If the customer wants to make a complaint, refer to BLD-40.2-PROC, Complaints process during building construction or BLD-68.0-POL, Customer complaints

## References

New Zealand Building Act 2004 (the current Act) s.12(2)(k)

Building regulations 2007 s.7(2)(g)

Building (Accreditation of Building Consent Authorities) Regulations 2006(ref. 2006/399)

BLD-3.1-FLOW, Managing a customer enquiry

BLD-3.2-PROC, Managing a customer enquiry

BLD-40.2-PROC, Complaints process during building construction

BLD-68.0-POL, Customer complaints.

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