



Purpose

The purpose of this document is to describe the processes when receiving complaints during the building construction process. All complaints received regarding building works shall be investigated. The details of complaints received shall be either:

- Recorded on request for service, where the complaint relates to work other than that which is in accordance with an approved building consent.
- Recorded in WorkSmart, where there is an open building consent associated with the work subject to the complaint
- The investigating officer shall keep the complainant informed of the outcome of the review of the complaint.

Scope

This document describes the policy and guidelines that govern complaints received during the building construction process.

References

Building Act 2004 – Section 90

Local Government Act 2002 – Section 174

BLD-40.1-FLOW, Complaints during the building construction process

BLD-40.2-PROC, Complaints during the building construction process

BLD-29.2-PROC, Notice to fix

BLD-43.2-PROC, Dangerous and insanitary buildings

BLD-78.2-PROC, Request for service.

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