

Doc Ref	TS-42 Complaints NV
Date	28/05/2008

TS-42 Complaints (building consent authority function)

BCA AIM

To respond in a timely manner to complaints regarding building control functions, and ensure that a full and complete record of the complaint and outcome is made.

ROLES AND RESPONSIBILITIES

BCA

Responsible for ensuring the BCA has the appropriate systems in place for responding to complaints.

Responsible for ensuring Building Officer and administration staff have the appropriate levels of technical competence to fulfil their functions and duties.

Building Manager

Responsible for updating processes and procedures that require revision as a result of a complaint and monitoring the complaints processes.

Building Officer


Responsible for responding to complaints in a timely manner and providing a full and complete record of findings and actions taken.

Administration Staff

Recording details of complaints and forwarding to appropriate Officer for action.

BACKGROUND

1. The following process outlines the procedures required for responding to and investigating complaints and discrepancies regarding the following:
 - Errors or discrepancies in documentation.
 - Error or discrepancies in inspections.
 - Dangerous buildings.
 - Earthquake prone buildings.
 - Insanitary buildings.
 - Concerns regarding buildings or building work.
2. Fundamental to the entire process is ensuring staff are appropriately trained to fulfil their responsibilities and have the appropriate authority to do so (refer to T-30 and T-30.1).
3. Building Officers need a clear understanding of all building control functions and, in particular, the inspection requirements associated with assessing :
 - Compliance of building work carried out under a building consent
 - Compliance of building work carried out without a building consent (see note)

	<p style="text-align: center;">Clutha District Council</p> <p style="text-align: center;">Building Consent Authority Manual</p>	Doc Ref	TS-42 Complaints NV
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- Compliance of building work associated with a notice to fix (see note)
- Compliance of building work associated with a certificate of acceptance
- Compliance of building work associated with a safe and sanitary report (see note)
- Dangerous buildings (see note)
- Earthquake-prone buildings (see note)
- Insanitary buildings (see note)

Note: These are territorial authority functions

4. Administration staff who are responsible for taking complaints enquiries require sound communication skills and should have an in-depth knowledge of in-house processes.

COMPLAINT RECEIVED

- Complaints received will be actioned by the appropriate staff member, and the outcome recorded by file note if necessary. Where the matter may take some time to resolve, an interim file note may be required.
- On receiving complaint details, the Building Officer will determine what the complaint relates to.

ARRANGE INSPECTION

- A site investigation will usually be required. The Building Officer will determine whether the complaint is valid and, if so, instigate the necessary corrective actions.
- Following inspection, the Building Officer will record inspection findings, any corrective actions taken, and any follow-up action that may be required. This will generally be recorded on the job card or in the property file.

NOTES