

Retain record Min 10 years	<b>Building Control Complaints Register</b>	Established 1 April 2005
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Complaints Process Guidance
<ul style="list-style-type: none"> <li>• Complaint must be in written form</li> <li>• Enter complainants contact details <b>(20 day response)</b></li> <li>• Determine sufficient information to proceed</li> <li>• Determine nature of complaint</li> <li>• Do circumstances warrant advising CEO/Executive</li> <li>• Delegate complaint investigation <b>(15 day response)</b></li> <li>• Feedback determine further act <b>(15 day complete)</b></li> <li>• Response to complainant <b>(20 day complete)</b></li> <li>• Hardcopy record to property file and/or complaints file</li> </ul>

Complaint Filing Guidance	
<ul style="list-style-type: none"> <li>• NZ Building Act</li> <li>• Amusement Device</li> <li>• Local Government Act</li> <li>• Litter Act</li> <li>• Staff performance</li> <li>• Staff conduct</li> </ul>	<ul style="list-style-type: none"> <li>Property and/or complaints</li> <li>Complaints</li> <li>Complaints</li> <li>Complaints</li> <li>Performance notes/ comments</li> <li>Personal file</li> </ul>

Complainants Contact Details			
<b>Name:</b>	«Enter» .	<b>Phone/Fax</b>	«Enter»
<b>Address:</b>	«Enter»	<b>Email</b>	«Enter»

Complaint Follow-up Delegation			
<b>Delegated to:</b>	«Enter»	<b>Date lodged:</b>	(15 day bring-up) «Enter»

«EnterDetails»

Investigation Summary			
<b>Received:</b>	«Enter»	<b>Timeframe:</b>	(20 day response) «Enter»

«EnterDetails»

Summary Further Action and Complainant Feedback			
<b>Completed:</b>	«Enter»	<b>Timeframe:</b>	(20 day response) «Enter»

«EnterDetails»

<b>Is corrective-preventative action necessary through Forms 213 &amp; 214</b>		Yes/No	
<b>Manager BC to sign-off:</b>	«Enter»	<b>Hardcopy</b>	Property No. «Enter»
		<b>Filed to:</b>	File No. 300/40/1/4