

HOME BUILDING COMPLAINT FORM

Please contact the Builder / Tradesperson about your complaint before you complete this form



13 32 20 fairtrading.nsw.gov.au

**Please read this information before completing this form.
This form can be completed in Adobe Reader and saved for your records.**

Information for applicants

This complaint form must be lodged together with:

- copies of plans and contracts
- copies of any correspondence between you and the contractor
- copy of certificate of home warranty insurance or insurance under Home Building Compensation Fund, if applicable
- copies of any available evidence, eg, photos, reports, etc.

Please do not send original documents. If they are required, Fair Trading will request them.

Need more help?

If you require help in another language please contact the Telephone Interpreter Service on:
Tel: 13 14 50 | TTY: (02) 9338 4943
(8.30am to 5pm, Mon - Fri)

How to lodge

- **Post** your completed form and documentation to
NSW Fair Trading
PO Box 972
Parramatta NSW 2124
- **In person** at any **Service NSW Centre**. For the address of your nearest Service NSW Centre please telephone 13 77 88 or visit www.service.nsw.gov.au/service-centre

The above information is intended as a guide only and is included to assist you in completing and lodging this form. This page is not part of the form. If required, professional advice should be obtained regarding the matters dealt with in this form.



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1. Applicant details

Title	Given name(s)			
<input type="checkbox"/>	<input type="text"/>			
Family/Surname				
<input type="text"/>				
Residential address				
<input type="text"/>				
Suburb	State	Postcode		
<input type="text"/>	<input type="text"/>	<input type="text"/>		
Daytime telephone number	Mobile number			
<input type="text"/>	<input type="text"/>			
Preferred phone contact time:				
<input type="checkbox"/> 8:30am - 10:30am	<input type="checkbox"/> 10:30am - 12:30pm	<input type="checkbox"/> 12:30pm - 3:30pm	<input type="checkbox"/> 3:30pm - 5:00pm	<input type="checkbox"/> Anytime
Email address				
<input type="text"/>				

2. Contractor details

Title	Given name(s)		
<input type="checkbox"/>	<input type="text"/>		
Family/Surname			
<input type="text"/>			
Address			
<input type="text"/>			
Suburb	State	Postcode	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Daytime telephone number	Mobile number		
<input type="text"/>	<input type="text"/>		
Email address			
<input type="text"/>			
Licence number	ABN		
<input type="text"/>	<input type="text"/>		

3. The work

Address where work has been undertaken ('as above' if same as your address)

Suburb

State

Postcode

Council application number (if applicable)

Name of Local Council

What work was done? (please provide a brief description eg, construction of a house, concrete driveway, erection of pergola, etc)

4. Did you...? Please tick one option

Arrange to have the building work done.

▶ Please complete **SECTION 4A**.

Buy the property after the building work was done.

▶ Please complete **SECTION 4B**.

SECTION 4A

What is the value of the work under the agreement?

How much have you paid?

Do you have a written contract?
If yes, please attach a copy.

Yes No N/A

What is the date of your contract?

When did work commence?

What date was the work completed?

Do you have a Certificate for home warranty insurance or insurance under the Home Building Compensation Fund? If yes, please attach a copy.

Yes No N/A

Are you an Owner-Builder?

If yes, please provide Owner-Builder Permit number.

Yes No

Owner-Builder Permit number

SECTION 4B

When did you buy the property?

Did you buy the property from an Owner-Builder?
If yes, please provide Owner-Builder Permit number.

Yes No

Owner-Builder Permit number

When was the building work done?

When was the work completed?

Do you have a Certificate for home warranty insurance or insurance under the Home Building Compensation Fund?

Yes No N/A

Is this property part of a Strata Scheme?

Yes No

Strata plan number

Name of Strata Manager

5. Complaint details

Please provide a brief outline of your dispute including a list of any items defective and/or incomplete. Additional pages may be attached if required.

Have you advised the Contractor in writing of the details of your complaint?
If yes, attach the correspondence.

Yes No

Have you discussed your complaint with the Contractor?

Yes No

What was their response to your complaint?

What outcome are you seeking?

Have you already:

Lodged a claim with the NSW Civil and Administrative Tribunal (NCAT)?

Yes No

If yes, what is your reference number?

Notified the insurer in writing of this complaint?

Yes No

Lodged a claim with the insurer?

Yes No

If yes, what was the insurer's response?

6. Declaration by the applicant

I declare that the information supplied by me is to the best of my knowledge, true and correct. I acknowledge that NSW Fair Trading may:

- Use information provided or later obtained to resolve, investigate or otherwise deal with the complaint, take enforcement action (if appropriate), and monitor the marketplace for investigative and law enforcement purposes; or
- Where more appropriate, refer the complaint and that information to the other party or another government agency, for the purpose of resolving the complaint.

Important: It is an offence under the *Crimes Act 1900* to make a false or misleading statement in this application.

Making a false or misleading statement, giving false or misleading information, or producing false or misleading documents **is a serious offence** which may render you liable to prosecution for offences including under the *Crimes Act 1900* which may result in penalties including a fine or imprisonment.

Title Given name(s)

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Family/Surname

--

Signature

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Date signed (DD/MM/YYYY)

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This form is designed to be completed in Adobe Reader. A cross appearing in the digital signature field above may indicate a compatibility issue. If a cross appears please sign here

Privacy Statement

NSW Fair Trading, Department of Customer Service gives priority to protecting the privacy of your personal information. We do this by handling personal information in a responsible manner and in accordance with the *Privacy and Personal Information Protection Act 1998* (PIIP Act). Service NSW acts as a shopfront for us and performs transactions for you, on our behalf.

The personal information contained in your application is collected and held by NSW Fair Trading and Service NSW will collect and hold personal information on our behalf as part of the application process.

We are collecting your personal information for the following purposes:

1. To address the concerns you have raised with us.
2. Internal administrative purposes, including liaising with you in relation to your application.
3. We may use the information to support more informed policy making, program management, evaluation, research and service planning as it can facilitate more efficient service delivery for residents and business in NSW.
4. As required by legislation to record information on a public register, parts of which will be published online.

The consequence of not providing it is that your complaint may not be able to be progressed. We may also use it to administer/update our internal database.

We will store and manage your personal information in accordance with provisions under the PIIP Act.

If required, we may make enquiries and exchange information with other NSW government agencies (including the NSW Police Force), or other States, Territories and/or the Commonwealth for the purpose of assessing your application and for compliance purposes. We may disclose your personal information for these purposes.

We will not disclose your personal information to anybody else unless you have given consent, or we are authorised or permitted to do so by law. Our [Privacy Statement](#) describes when this may occur. You can find this information and our [Privacy Management Plan](#) on the Department of Customer Service website.

Please see the [Fair Trading Privacy Code of Practice](#) for more information about how we handle your personal information, how you can request access to or correct the personal information we hold about you (if the information is inaccurate, incomplete, not relevant or out of date) and who to contact if you have a privacy enquiry or complaint, or email brdprivacy@customerservice.nsw.gov.au.

For more information about how Service NSW handles personal information please visit www.service.nsw.gov.au/privacy.