



Complaints process

We welcome feedback and complaints. This document explains how to raise a concern, what we can assist with as the relevant building surveyor, and what happens next.

Permit Approvals Plus is committed to handling complaints fairly, respectfully and promptly. Complaints help us identify issues and improve how we work. This process applies to complaints about our services, communication or conduct, and to concerns about non-compliant building work on a project for which we are appointed.

This process is proportionate to our size as a family-owned practice and is intended to meet the Building Surveyors Code of Conduct and BPC complaints guidance. A copy is available on our website and on request.

How to make a complaint

You can make a complaint by:

- Email: admin@permitapprovalsplus.com.au
- Phone: 0415 448 275
- Website contact form at permitapprovalsplus.com.au/contact - select Complaint
- Post: Unit 48/131 Hyde St, Footscray VIC 3011

An authorised representative may raise or manage a complaint on your behalf. If you contact us by phone, we will follow up in writing so there is a clear record.

If there is an immediate threat to life or property, call 000. Life-safety building matters should also be raised with the local council's municipal building surveyor. This document is not an emergency service.

What to include

Please provide as much of the following as you can. You do not need every item before contacting us:

- Your name and preferred contact details
- The property address, and the building permit number if known
- A clear description of the issue, including relevant dates and people involved
- Supporting emails, photographs, plans or reports
- The outcome you are seeking

What happens next

1. We acknowledge the complaint within five business days. Life-safety matters are treated immediately.
2. We record the complaint and assess priority, complexity and whether it falls within our role as relevant building surveyor.
3. We review the information provided and, where appropriate, the permit file, plans, inspection records and other evidence. A site inspection may be arranged if the concern cannot reasonably be assessed from documents or photographs.
4. We keep you informed when we take action, make a decision, or need more time. If there is a delay, we will explain it where we can.
5. We provide a written outcome with clear reasons, including the relevant legislative requirements where they apply, and any action taken or proposed.

To check the status of a complaint, email or phone the office using the details above.

How long will it take?

We aim to resolve straightforward complaints within 10 to 15 business days. More complex matters may take longer, for example where we need to inspect, obtain further information, or consider statutory obligations. In those cases we will give you an indicative timeframe and updates.

Concerns about building work

If you are an applicant, owner, adjoining owner or other relevant party and you are concerned that building work may not comply with the approved plans, the building permit, the Building Act or the Building Regulations, please raise that with us. We will consider the matter within our statutory role and take appropriate action where required.

We will respond in the first instance even if the matter may sit outside our role. Where it does, we will explain that and, where we can, point you to the right pathway.

Protection work

Adjoining owners may raise concerns about protection work. We can consider matters that fall within the role of the relevant building surveyor. We do not act as an arbiter of a private dispute between an owner and an adjoining owner. Those disputes may be referred to the Building Appeals Board under Part 10 of the Building Act 1993.

Matters we may be able to assist with

- Non-compliant work - work not in accordance with approved plans, or contrary to legislation
- Protection works matters within our statutory role
- Siting or overlooking under the Building Regulations. If the planning permit includes siting or overlooking requirements, those complaints should go to the planning department of the relevant council

Matters outside our role

Complaints outside the scope of our appointment should be referred to the appropriate agency:

- Building site is unsafe or dangerous - local council or WorkSafe
- Building work encroaching on a road, footpath or other public space - local council
- Smoke, fumes or smells from a building site - EPA
- Noise complaints - local council
- Building work is not finished, is not good enough, is taking too long, or there is a contract or payment dispute - BPC Dispute Resolution
- Builder has breached the Australian Consumer Law - Consumer Affairs Victoria

Fairness, privacy and respectful conduct

We assess complaints fairly and impartially, based on relevant information and evidence. Personal information is used only to handle the complaint or to meet a legal or regulatory requirement, and is stored securely.

Adjoining owners may have a right to inspect certain documents (for example under section 92 of the Building Act in protection-work matters). A right to inspect does not always mean a right to receive copies. We will explain our assessment as clearly as we can without disclosing information we are not permitted to share.

We expect all parties to communicate respectfully. Abusive, threatening, excessively repetitive or otherwise unreasonable conduct may result in reasonable limits on further communication. That does not prevent us considering new information about safety or statutory compliance.

If you are dissatisfied with our response

We will give clear reasons for our outcome. If you remain dissatisfied, you may contact the Building and Plumbing Commission on 1300 067 088 or complaintenquiries@bpc.vic.gov.au. Depending on the matter, the Building Appeals Board, the relevant local council, Consumer Affairs Victoria or another authority may also be able to assist.