



Home Building Complaint Form

ABN 81 913 830 179

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

Your Details			
Name:			
Address:			
Postcode:			
Phone - Daytime:		Mobile:	
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:			
The Contractor's Details			
Name:			
Address:			Postcode:
Phone:		Mobile:	
Email Address:			
Licence Number:		ABN:	
The Work			
Address where work has been undertaken (<i>'as above' if same as your address</i>)			
Council Application Number (<i>if applicable</i>)		Name of Local Council	
What work was done? (<i>please provide a brief description eg, construction of a house, concrete driveway, erection of pergola, etc</i>)			
Did You...? Please tick one option and answer the questions in the column below			
<input type="checkbox"/> Arrange to have the building work done? <i>Please complete the questions below</i>		<input type="checkbox"/> Buy the property after the building work was done <i>Please complete the questions below</i>	
What is the value of the work under the agreement?	\$	When did you buy the property?	
How much have you paid	\$	Did you buy the property from an Owner-Builder?	YES NO
Do you have a written contract?	YES NO N/A <i>(If yes, please attach a copy)</i>	If so, what is the Owner-Builder Permit number?	
What is the date of your contract?		When was the building work done?	
When did work commence?		When was the work completed?	
What date 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

Are you a carer/advocate making a complaint on behalf of someone else? (required)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Prefer not to answer
Were the products or services purchased through any of these funding schemes:	<input type="checkbox"/> NDIS <input type="checkbox"/> My Aged Care <input type="checkbox"/> Not Applicable

Declaration

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.

Signature:	Date: / /
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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.
- and mailed to your nearest Fair Trading Centre. (see list attached)

Please **DO NOT** send ORIGINAL documents: if they are required, Fair Trading will request them.

NSW Fair Trading is always looking for ways to improve our customer experience. You may receive a survey after your matter is finalised inviting you to provide feedback on our services.

Fair Trading Dispute Resolution Centres

www.fairtrading.nsw.gov.au

Albury PO Box 1210 ALBURY NSW 2640	Goulburn PO Box 971 GOULBURN NSW 2580	Queanbeyan PO Box 1464 QUEANBEYAN NSW 2620
Armidale PO Box 641 ARMIDALE NSW 2350	Grafton PO Box 362 GRAFTON NSW 2460	Tamworth PO Box 1062 TAMWORTH NSW 2340
Bathurst PO Box 22 BATHURST NSW 2795	Lismore PO BOX 83 LISMORE NSW 2480	Tweed Heads PO Box 822 TWEED HEADS NSW 2485
Broken Hill PO Box 786 BROKEN HILL NSW 2880	Newcastle PO Box 2063 DANGAR (NEWCASTLE WEST) NSW 2309	Wagga Wagga PO Box 623 WAGGA WAGGA NSW 2650
Coffs Harbour PO Box 4089 COFFS HARBOUR JETTY NSW 2450	Orange PO Box 2285 ORANGE NSW 2800	Wollongong PO Box 5275 WOLLONGONG NSW 2520
Dubbo PO Box 584 DUBBO NSW 2830	Parramatta PO Box 972 PARRAMATTA NSW 2124	
Gosford Locked Bag 2906 CENTRAL COAST MC NSW 2252	Port Macquarie PO Box 1747 PORT MACQUARIE 2444	

<p>Need more help? If you require help in another language please contact the Telephone Interpreter Service on 13 14 50. Our TTY phone for the hearing impaired is (02) 9338 4943.</p>
