

Complaints Management Policy

Our complaints management procedure reflects Red Textas' commitment to valuing complaints. It seeks to resolve customer dissatisfaction as close as possible to the point of service delivery and to conduct thorough, impartial and fair investigations of customer complaints so that, where appropriate, we can make evidence-based decisions on the facts of the case.

This policy applies to all activities and processes associated with the normal operation of Red Textas.

All complaints and service issues will be thoroughly investigated and documented with all parties involved.

Complaints Process:

Complete all details on our [complaints](#) form and email to admin@redtextas.com.au.

Receipt of the complaint will be acknowledged then allocated to a staff member for assessment. Depending on the nature of the complaint you may be asked to provide more evidence or a site visit may be arranged.

Our assessment process will involve the following stages:

- All available evidence will be gathered and assessed, and relevant issues identified.
- Technical aspects are reviewed by the RBS.
- If non-compliant building work that needs to be brought into compliance is identified, we are likely to inspect and issue the relevant stop work or building notices as required.

If there is any life safety issue that requires urgent attention, the complaint will be prioritised.

We are unable to give timeframes for how long a complaint will take to conclude, as this depends on the information that needs to be gathered and the complexity of the matter. In all cases we will do our best to respond as soon as reasonably possible.

Note: We cannot act as an arbiter where there is a disagreement between the owner and an adjoining owner about protection work. If there is a dispute between these parties, you will need to refer to Part 10 of the Building Act regarding your appeal rights and ability to have a dispute considered by the Building Appeals Board.

Michael Shaw
Director