

Complaints Management Policy

At Red Textas, we value the trust you place in us. Our complaints management procedure reflects our commitment to our valued clients. We aim to address and resolve issues as close to the point of service delivery as possible. We will conduct thorough, impartial and fair investigations of building permit related 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.

Complaints Process:

Complete all details on our [complaints](#) form which is located on our website, and then email this form 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 any relevant issues identified.
- Technical aspects are reviewed by the RBS.
- If non-compliant building work is identified that needs to be brought into compliance, we will issue the relevant directions, notices or orders as required.

Certain complaints will be prioritised, for example, if there is a safety issue that requires urgent attention.

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 our dedicated team will do their best to respond as soon as reasonably possible. All complaints and service issues will be thoroughly investigated and documented with correspondence sent to all parties involved.

We will ensure your complaints are handled as respectfully and efficiently as 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