

Nelson McDermott Pty Ltd

Complaint Handling Process

As registered building Surveyors we abide by the Code of Conduct for Building Surveyors established January 2021 by the Victorian Building Authority (VBA)

The Code of Conduct outlines 8 key principles for Nelson Mc Dermott Pty. Ltd to operate properly and fairly within the building surveying field of the construction sector –

Namely –

1. *Act in Accordance with the law and in the public interest*
2. *Act with integrity, honesty, objectivity and impartiality*
3. *Perform competently and within the required level of expertise and experience*
4. *Act independently*
5. *Avoid conflicts of interest*
6. *Document and maintain records*
7. *Communicate promptly and efficiently*
8. *Provide a complaint handling process and address issues of non-compliance.*

If you believe that any member of our company has not acted in accordance with these principles, you have the right to register a complaint by visiting our website and lodging an online complaint form.

We will acknowledge receipt of your complaint within 24 business hours.

We will contact you within 7 business days of receiving your complaint. This initial contact may be via email or phone call.

During our interactions we will seek to fully understand your concerns, request further information if needed, investigate your complaint, keep you informed whilst we follow up and communicate what we will do to resolve the matter.

If you remain dissatisfied with our process or the outcome, there are further options available to you via recognized Authorities and dispute resolution processes depending on the nature of the issue.

For any other concerns or feedback that fall outside the 8 key principles please contact us at admin@nelsonmcdermott.com.au to discuss.