

MKT Building Surveyors is dedicated to taking appropriate measures to handling complaints in a timely manner with a process in place to address issues of non-compliance brought to our attention in line with the VBA Code of Conduct for Building Surveyors and the statutory function of a registered Building Surveyor.

This document outlines the process of complaint management within MKT Building Surveyors.



### STEP 1

Complainant to complete our Complaints Form and submit via email to [office@mktconsultants.com.au](mailto:office@mktconsultants.com.au). The complainant is to provide all relevant communication history (if applicable) and include photographs of said complaint (if applicable) to assist MKT with handling the complaint.



### STEP 3

The relevant parties are to review our response and respond to the assigned staff member stating whether the concerns have been adequately addressed or if further questions have arisen.



### STEP 4

Once the concerned party/person is satisfied their concerns have been addressed either via our initial response or later correspondence. An email must be sent to the Relevant Building Surveyor stating their concerns have been satisfied.



### STEP 2

Once this form is received, you will be notified within 48 hours and it will be directed to the assigned staff member who will review and take the necessary steps to resolve the complaint (allow for 7-14 days).

Complaint assessed:

1. Evidence gathering
2. Technical advice sought
3. Risk established
4. Project history reviewed

## Complaints Form

As part of MKT's complaints process, please complete this form to lodge a complaint.

Email the completed form along with any supporting documentation to [office@mktconsultants.com.au](mailto:office@mktconsultants.com.au)

**All fields of this form must be completed for a submission to be accepted and considered.**

### To

MKT Building Surveyors  
179 Peel Street,  
North Melbourne VIC 3051

### Applicant Details

Full Name: \_\_\_\_\_

Contact Address: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Company Name (if applicable): \_\_\_\_\_

Contact Preference:  Email  Phone

Complainant details:  Homeowner  Contractor  Neighbour

Industry Professional  Other (please specify)

### Property Details (*in relation to submission*)

Building Permit Number: \_\_\_\_\_

Number: \_\_\_\_\_ Street/Road: \_\_\_\_\_ City/Suburb: \_\_\_\_\_

Postcode: \_\_\_\_\_ Lot/s: \_\_\_\_\_ LP/PS: \_\_\_\_\_ Volume: \_\_\_\_\_ Folio: \_\_\_\_\_





**Have you contacted Work Safe Victoria regarding this complaint?**

**If so, please specify advice given.**

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**Does this complaint relate to the protection of the adjoining property?**

**If so, specify how the adjoining property has been affected.**

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**Does this complain affect the structural integrity of the building/structure?**

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**Is this complaint considered an emergency?**  
**If so, please specify why.**

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**Does this complaint relate to the title boundary fences?**  
**If so, please specify what has occurred and which section of the Fences Act has been breached**

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**Please specify the expected outcome of your complaint. (Note: Once the submission is accepted and the applicant is contacted, the outcome may not always be as expected and up to the applicants' satisfaction).**

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**CONDITIONS (Please tick to indicate you have read and accept)**

- Submissions will be responded to within 14 business days.
- Incomplete submissions will not be accepted.
- Applicant is prepared to appear before a court or tribunal if required.
- Further information may be required including but not limited to documents, evidence and details.

**DECLARATION (Please tick to indicate you have read and accept)**

- I declare the above information is true and correct.
- I declare that I have read and understand the conditions of this submission.
- I acknowledge that the owners of the subject allotment will be notified of this complaint.
- I authorize MKT Building Surveyors to reserve the right to use the above-mentioned information in assisting with the submission.

***The authorised signatory finalises the process in the submission.***

Applicant Name: \_\_\_\_\_

Applicant Signature: \_\_\_\_\_

Date: \_\_\_\_\_