



REGISTERED
Building Practitioner



Building Surveyors

COMPLAINT MANAGEMENT POLICY

CFL BUILDING SURVEYORS

A complaint can be raised with CFL either by phone or email:

Phone: 03 9898 7177

Email: office@cflpermits.com.au or cfl@cflpermits.com.au

Our process and guidelines are as follows:

Receive, Record & Acknowledge

- Listen to complaint(s), gather appropriate and relevant information to determine initial understanding
- Assess complaint for severity, safety, complexity, impact and the need for immediate action
- Learn what result is desired and clearly advise of the most realistic, fair and appropriate resolution/outcome
- Explain how CFL will manage the complaint and advise of expected time frame for resolution
- Document all relevant information on PermitPro complaint management system, ensuring all details of the complainant, their complaint, their desired outcome, your notes and actions

** In selecting the officer to deal with the complaint, CFL are required to avoid conflicts of interest and appoint a person unrelated to the matter*

Resolve & Resolution Communication

- Record all conversations, actions and decisions during the course of the investigation
- Feedback may be requested on how the complaint was dealt with by CFL, including any improvements or encouragements