



## Complaint Management Policy

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

Phone: 03 9898 7177

Email: [cfl@cflpermits.com.au](mailto: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 Building Surveyors, including any improvements or encouragements.