Complaint Resolution Process

Have you spoken to the contractor about your concerns?

- NO → Contact the contractor to give them a chance to put things right
- YES → Has the contractor resolved your issues?
  - NO → Make a formal complaint following the contractors complaints process
  - YES → Has the contractor resolved your issue?
    - NO → Contact us and we will be happy to explain our resolution process
    - YES → We will advise you what steps will be taken
  - YES → We will offer our advice

Is your complaint within our scope?

- NO → We will offer our advice
- YES → Complete our form which will explain what information we need
  - NO → Forward your completed form for us to review
  - YES → We will advise you what steps will be taken