

## Completing a Complaint Form

### SECTION: LODGE A COMPLAINT

The first page that outlines the conditions before starting.

The screenshot shows the 'Lodge a complaint' page. At the top left, there is a breadcrumb trail: 'Home > Complaints > Lodge Complaint'. Below this is a navigation menu with 'Lodge a complaint' (callout A) and 'Recent Files' (callout B). On the right side, there are two buttons: 'Save as draft' (callout C) and 'Cancel' (callout D). The main content area is titled 'Lodge a complaint' and contains the following sections:

- Introduction to the complaints process**
- Before submitting your complaint:**

In order for the VBA to accurately assess your complaint you will be prompted in the form to attach supporting documentation such as photographs, independent reports, invoices, quotes, and any other relevant documentation that supports your complaint. Please ensure the documentation you attach is a maximum file size of 20MB (per document).

If the VBA requires further information from you during the course of the complaint an email will be sent to the email address you have provided when registering for your VBA account.
- What happens once your complaint has been submitted:**
  - You will receive an email acknowledging receipt of your complaint
  - Your complaint will be placed in a queue to be allocated to an Assessment Officer
  - Once allocated you will be contacted by the officer assessing your complaint
  - The VBA will obtain all the information required/available to assess the complaint; this may mean we also contact you for further information
  - The VBA will obtain technical advice or conduct a technical assessment if necessary
  - The VBA will make an evidenced based decision
- Building Complaint Outcomes**

If the complaint is substantiated it may result in one or more of the following outcomes depending on the severity of the breach or offence:

  - enforcement action by the appropriate authority to achieve compliance
  - an educational letter to the relevant practitioners
  - a warning letter to the relevant practitioners
  - referral to investigation for possible disciplinary action
- Plumbing Complaint Outcomes**

If the complaint is substantiated it may result in one or more of the following outcomes:

  - Rectification of noncompliant or defective plumbing work
  - Receipt of appropriate Compliance Certificates
  - Referral to investigation for possible enforcement and/or disciplinary action
- The VBA is unable to give timeframes to complainants as this will depend on the information that needs to be gathered.** Sources of information include Council, the relevant building surveyor, the subject(s) of the complaint and other parties. A full technical assessment generally takes six weeks but may take longer as a site visit may be required.
- Have you read the information regarding complaints on the VBA web site? \***
  - Yes
  - No

Callout A points to the 'Lodge a complaint' link. Callout B points to the 'My complaints example' file. Callout C points to the 'Save as draft' button. Callout D points to the 'Cancel' button. A red box on the left contains the text 'Useful information on the Complaints process'. A red box at the bottom left contains the text 'Choosing No - Shows a link to the VBA website regarding complaints'. A blue box at the bottom right contains the text 'You must have read the information before continuing' with an arrow pointing to the 'No' radio button.

Aspects:

- Form section** – Sections of the form will appear as you go along. Click onto a link to go to another section
- Draft Complaints button** – Any saved draft complaint forms will be shown here. You can click onto a draft complaint to resume a previous form
- Save as draft button** – Save the form as draft at any time during the process
- Cancel button** – Will exit the form and take you back to the VBA360 home page
- Red asterisk \*** - a mandatory field that must be met

## SECTION: COMPLAINANT DETAILS

**PART A** – You can see your details per your **VBA360** account information.

Home > Complaints > Lodge Complaint

Lodge a complaint  
Complaint details **A**

**Complaint details**

**B** Save as draft **C** Next **D** Cancel

Name	Email
John Jones	john.jones@test.local
Phone / Mobile	Address
03 0000 0000 / 0400 000 000	23 HOME ST WATER NORTH VIC 3003 Australia

Have you attempted to raise your concerns with the relevant parties (i.e. Building Surveyor, Builder, Plumber, Council etc.)? \*

Yes **Choose Yes to open further fields below**

No

Choosing **No** - Shows a message asking the complainant to contact the relevant parties first before lodging the application

Aspects:

- A. Form section** – Sections of the form will appear as you go along. Click onto a link to go to another section
- B. Save as draft button** – Save the form as draft at any time during the process
- C. Previous button** – Takes you back to the previous section of the form
- D. Cancel button** – Will exit the form and take you back to the VBA360 home page

**PART B** – You can provide information related to your **Complaint**.

Details of your correspondence/interactions

I have contacted the builder and building surveyor, please see the attached emails

**E**

Please note this field has a 2000 character limit. If you need to provide more information, you can upload evidence of correspondence

**Note the field limitations**

Evidence of correspondence ?

- Clear content selection (Letter from Council.docx) [Open]
- Clear content selection (Letter from Property Owner.docx) **F**
- Clear content selection (Letter to Property Owner.docx) [Open]

**Are you one of the following \***

Property owner  
 Adjoining owner  
 Owner agent  
 Practitioner  
 Council  
 Other

**Is your complaint related to Building or Plumbing? \***

Building  
 Plumbing

**G**  
Next

Aspects:

- E. Text Box** – You can enter text into these fields. Note that the field may have limitations
- F. Upload Files** – You can upload one or more files. Note that the maximum file size is 20MB
- G. Next button** – Takes you to the next section of the form

## SECTION: SITE ADDRESS

In this section, you will be asked about the known site details in regard to this **Complaint**.

Home > Complaints > Lodge Complaint

Lodge a complaint  
Complaint details  
**Site address**  
Building complaint  
Confirmation  
Recent Files  
My complaint example

**Site address**

Is the site where the work is being carried out the same as your residential address? \*

Yes  
 No

Enter a (full or partial) address and Validate \*

21 home st water north

Select address

21 HOME ST, WATER NORTH VIC 3003

Your selected address: ?  
21 HOME ST WATER NORTH VIC 3000

Relevant council (Municipality) \* ?  
Maroondah City

Are you able to provide details about the subject of the complaint? \*

Yes  
 No

Buttons: B (Save as draft), C (Previous), D (Next), E (Cancel)

Annotations:

- A: Points to the 'Site address' menu item in the left sidebar.
- B: Points to the 'Save as draft' button.
- C: Points to the 'Previous' button.
- D: Points to the 'Next' button.
- E: Points to the 'Cancel' button.
- Annotation 1: Points to the 'No' radio button with the text: "Answering Yes or No opens further fields below depending on your choice".
- Annotation 2: Points to the address input field with the text: "By entering in a partial or full address and validating, you will be given one or more matching options to select".
- Annotation 3: Points to the address dropdown menu with the text: "You can open the drop-down menu if there's more than one match to the address".
- Annotation 4: Points to the 'Yes' radio button with the text: "Will add a new form section for Subject of Complaint details".

Aspects:

- A. **Form section** – Sections of the form will appear as you go along. Click onto a link to go to another section
- B. **Save as draft button** – Save the form as draft at any time during the process
- C. **Previous button** – Takes you back to the previous section of the form
- D. **Next button** – Takes you to the next section of the form
- E. **Cancel button** – Will exit the form and take you back to the VBA360 home page
- F. **Help button** ? - Clicking onto this button gives you some information about the field or question

## SECTION: SUBJECT OF COMPLAINT

You can list the details of the **Subject of complaint** whether that is an individual or company. You are also able to add more than one subject of complaint as required.

Home > Complaints > Lodge Complaint

Lodge a complaint  
Complaint details  
Site address  
Subject of complaint  
Confirmation  
Recent Files  
My complaint example

**Subject of complaint**

Please provide details of the person/s or company you are making a complaint about

Please provide as much information on the subject of the complaint as you can. A first name, last name or company name is the minimum information required by VBA to process your complaint.  
To add more than one, click the + icon at the bottom of the page

Practitioner ID Number (If known)

Title First name Family name

Company name Email address

Phone number Mobile number

Enter a (full or partial) address and Validate

Select address

Your selected address:

Click onto the + to add another **Subject of complaint**. Repeat as required

Save as draft Previous Next Cancel

Next

A

B

C

D

E

Mr. Henry Langford

h.langford@test.local

0400 000 000

21 home st

21 HOME ST, WATER NORTH VIC 3003

21 HOME ST WATER NORTH VIC 3003

21

21

You can open the drop-down menu if there's more than one match to the address

Aspects:

- A. **Form section** – Sections of the form will appear as you go along. Click onto a link to go to another section
- B. **Save as draft button** – Save the form as draft at any time during the process
- C. **Previous button** – Takes you back to the previous section of the form
- D. **Next button** – Takes you to the next section of the form
- E. **Cancel button** – Will exit the form and take you back to the VBA360 home page

## SECTION: BUILDING COMPLAINT

**PART A** – You must confirm the details of the works being carried out.

Home > Complaints > Lodge Complaint

Lodge a complaint  
Complaint details  
Site address  
Subject of complaint  
☰ (1) Subject 1  
**Building complaint** **A**  
Confirmation  
Recent Files  
📎 My complaint example

**Building complaint**

**B** Save as draft **C** Previous **D** Next **E** Cancel

Has a Building Permit been issued for the building work? \*

Yes  
 No  
 Don't know

Has the building work commenced? \*

Yes  
 No

What stage is the building work currently at? \*

Excavation/Pre-slab  
 Slab  
 Frame  
 Lock-up  
 Occupied

Please select the building work concerns most relevant to your complaint \*

Non-compliant building work  
(e.g. Building work without a permit, building work not in accordance with the Act and Regulations, building work not in accordance with the National Construction Code and Australian Standards)

Building practitioner function, including role related issues  
(e.g. Professional conduct of a building practitioner, administrative failure)

Building work at an adjoining property  
(e.g. Protection works, overlooking, overshadowing, side and rear setbacks)

Unregistered building work  
(e.g. Building work costing \$5,000 or over, a person holding out to be registered and is not)

Please list the specific allegations that you have against each subject of your complaint. \*

I have concerns that relate to overlooking into habitable rooms and private open space from the house next door.]

Please note this field has a 5000 character limit. If you need to provide more information, please upload your document below


Aspects:

- A. Form section** – Sections of the form will appear as you go along. Click onto a link to go to another section
- B. Save as draft button** – Save the form as draft at any time during the process
- C. Previous button** – Takes you back to the previous section of the form
- D. Next button** – Takes you to the next section of the form
- E. Cancel button** – Will exit the form and take you back to the VBA360 home page


**PART B** – This section follows on from Part A where further information is required to be uploaded in relation to a Building Complaint.

### Additional comments

Clear content selection  
(Additional comments.docx) [Open]

Please attach the following supporting evidence 

### Protection work notice or Survey of the adjoining property

 Clear content selection  
(Protection work notice or Survey of the adjoining property.docx) [Open]




Upload files as required.

Add further files by clicking 


Note that the maximum file size is 20MB

### Plans or independent reports

 Clear content selection  
(Plans or independent reports.docx) [Open]




### Correspondence between relevant parties

 Clear content selection  
(Correspondence between relevant parties.docx) [Open]



### Photos (e.g. of damage)

 Clear content selection  
(photo evidence.png) [Open]



Next

G

Aspects:

**F. Upload Files** – You can upload one or more files. Note that the maximum file size is 20MB

**G. Next button** – Takes you to the next section of the form

## SECTION: PLUMBING COMPLAINT

**PART A** – You must confirm the details of the works that were carried out.

Home > Complaints > Lodge Complaint

Lodge a complaint  
Complaint details  
Site address  
Subject of complaint  
≡ (1) Subject 1  
**Plumbing complaint** **A**  
Confirmation  
Recent Files  
My complaints example

**Plumbing complaint**

Please select the plumbing work concerns most relevant to your complaint \*

You may select **two** of the three available options

- Poor workmanship requiring rectification
- Compliance Certificate not issued
- Unregistered/unlicensed plumbing work

**Poor workmanship requiring rectification \***

- Roof plumbing (including above ground storm water i.e. gutters and downpipes)
- Sewer (below and above ground including vents and fixtures)
- Storm water
- Water services (hot and cold)
- Gas hot water services including solar
- Mechanical services/Refrigeration (Heating and/or cooling)
- Rainwater tank installation
- Other

Please provide additional comments related to your plumbing concerns. \*

Please see the attached photographs of the water ingress which were taken following heavy rainfall, I have also attached an independent report.

Please note this field has a 5000 character limit. If you need to provide more information, please create a text document and upload it


**B** Save as draft   **C** Previous   **D** Next   **E** Cancel

Ticking options may open up other sections of the form that will require input


Aspects:

- A. Form section** – Sections of the form will appear as you go along. Click onto a link to go to another section
- B. Save as draft button** – Save the form as draft at any time during the process
- C. Previous button** – Takes you back to the previous section of the form
- D. Next button** – Takes you to the next section of the form
- E. Cancel button** – Will exit the form and take you back to the VBA360 home page



**PART B** – This section follows on from Part A where further information is required to be uploaded in relation to a Plumbing Complaint.

Additional comments 

Clear content selection  
(Additional comments.docx) [Open]

Please attach the following supporting evidence 

Photos

  Clear content selection  
(photo evidence.png) [Open]



Upload files as required.

Add further files by clicking 

Note that the maximum file size is 20MB

Independent reports

  Clear content selection  
(Independent Plumbing report.docx) [Open]





Invoices



Correspondence between parties

  Clear content selection  
(text messages.png) [Open]



Has a Compliance Certificate been issued? \*

- Yes
- No

Name of Plumber (if known)

Please select the status of the plumbing work \*

- In progress
- Complete

Aspects:

**F. Upload Files** – You can upload one or more files. Note that the maximum file size is 20MB



## SECTION: CONFIRMATION

In this section, you must confirm the details of the application prior to submission.

The screenshot shows the 'Confirmation' page in the VBA360 system. The breadcrumb trail is 'Home > Complaints > Lodge Complaint'. The left sidebar contains a menu with 'Confirmation' highlighted, marked with callout box 'A'. The main content area is titled 'Confirmation' and includes an 'Applicant declaration \*' section with a checked checkbox: 'I confirm that the information submitted in this form is true and accurate.' This checkbox is pointed to by callout box 'B'. Below the checkbox is a text prompt: 'Please review the information you have provided. Once you are satisfied please submit to continue.' A callout box 'C' points to the 'Submit' button. At the top right, there are three buttons: 'Save as draft' (callout box 'D'), 'Previous' (callout box 'C'), and 'Cancel' (callout box 'D'). A callout box 'E' points to the 'Submit' button at the bottom center.

Aspects:

- A. Form section** – Sections of the form will appear as you go along. Click onto a link to go to another section
- B. Save as draft button** – Save the form as draft at any time during the process
- C. Previous button** – Takes you back to the previous section of the form
- D. Cancel button** – Will exit the form and take you back to the VBA360 home page
- E. Submit button** – Submits the Complaint form to **VBA**