

## 1 Purpose

This document outlines the complaints handling procedure. In response to matters of non-compliance may be brought to the attention of a building surveyor.

This responds to Victorian Legislation:

**McKenzie Group Consulting (VIC) Pty Ltd** comply with the 'Code of Conduct for Building Surveyors' formed by the Victorian Building Authority (VBA) in 2021.

## 2 Scope of Application

This process applies to complaints received to McKenzie Group, as building surveyors, operating under the Victorian Building Authority, Code of Conduct. This Policy does not apply to items outside McKenzie Group's service responsibility.

## 3 References and Related Documents

| Reference  | References and Links  |
|--|---|
| Code of Conduct for the Victorian Building Authority - Item 8.   | <a href="https://www.vba.vic.gov.au/_data/assets/pdf_file/0015/114351/VBA-Code-of-Conduct-for-Building-Surveyors.pdf">https://www.vba.vic.gov.au/_data/assets/pdf_file/0015/114351/VBA-Code-of-Conduct-for-Building-Surveyors.pdf</a> |
| Australian Standard/ New Zealand Standard 10002: Guidelines for complaint management in organizations (ISO 10002:2018, NEQ). |   |

## 4 Definitions

As per *Australian Standard/ New Zealand Standard 10002: Guidelines for complaint management in organizations (ISO 10002:2018, NEQ)*:

| Complainant   | Complaint   |
|---|---|
| Person, organisation or their representative (including consumers, clients, service users, and customers) making a complaint. | Expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required. |

## 5 Principles of Conduct

As per the *Code of Conduct for Building Surveyors' formed by the Victorian Building Authority (VBA) in 2021* McKenzie Group adhere to the eight (8) core principles when providing building surveying services:

1. Act in accordance with the law and in the public interest
2. Act with integrity, honesty, objectivity and impartiality
3. Perform competently and within the required level of expertise and experience
4. Act independently
5. Avoid conflicts of interest
6. Document and maintain records
7. Communicate promptly and effectively
8. Provide a complaint handling process and address issues of non-compliance.

## 6 Key Responsibilities

| Role                            | Responsibilities   |
|---------------------------------|--|
| <b>All McKenzie Group Staff</b> | <ul style="list-style-type: none"> <li>• Responding to any complaints received and discussing with their manager without delay.</li> <li>• Ensure complaints are recorded in an appropriate manner via the relevant platform.</li> <li>• Be involved in issue investigation and resolution as required.</li> <li>• Follow the Complaints Management Policy.</li> </ul> |
| <b>VIC Building Surveyors</b>   | <ul style="list-style-type: none"> <li>• Investigate the matter and ensuring that the complainant is advised of the investigation outcome.</li> <li>• Where required, direct corrective action in accordance with legislated frameworks and ensure this is independent of the person observing or performing the original activity.</li> </ul>                         |

## 7 Method of Making a Complaint

Applicants, clients or relevant parties can contact McKenzie Group Consulting to make a complaint or seek additional assistance via the following means:

| Method       | Details  |
|--------------|--|
| <b>Email</b> | projects@mckenzie-group.com.au                     |
| <b>Phone</b> | 03 9247 0400                                       |
| <b>Mail</b>  | Level 11, 500 Collins Street<br>Melbourne VIC 3000 |

## 8 Procedure

### 8.1 Receipt of complaint

- Complaints may be received via phone or in writing. relevant details are to be recorded including the nature of the complaint, and the complainant's name and contact details, anonymous complaints will also be investigated.

### 8.2 Acknowledgement of complaint

- The relevant employee acknowledges receipt of the complaint in writing or over the phone (depending on how the complaint was made) within 2 business days.
- Where a complaint is outside McKenzie Group's service responsibility, we will aim to direct the complainant to the appropriate authority or service provider for resolution.

### 8.3 Evaluate, Investigate and Resolve

- The assigned staff member will review and assess the situation. They may require other employees to gather relevant information and in order to assess whether a non-compliance has been identified.
- The investigation documentation, together with written directions for corrective actions and/or method for resolution will be documented in the relevant project file.
- The staff member will confirm that the final resolution is clearly communicated, reasonable, and aligned with the organisation's standards and legislative requirements as the Registered Building Surveyor.

### 8.4 Response to Complainant

- The complainant will be provided with a notification detailing the outcome and any relevant findings.

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|---------------|-----------------|
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| Approved by   | M Hardy         |

## 9 Distribution of this Procedure

- Can be provided to the potential and current applicants, clients or relevant parties on request.
- External version of this document is located and available on the McKenzie Group website (<https://www.mckenzie-group.com.au/>) under 'News & Resources' (<https://www.mckenzie-group.com.au/news-resources/>).