

Complaints about the service provided by Solutions Team

Solutions Team delivers building inspections, building compliance and management, building consent processing, competency reviews and training.

If you're not happy with the service you've received from Solutions Team, we'd like to hear about it.

We have a dedicated process to address your concerns, resolve any outstanding issues, and help us to keep improving.

Please use our resolution process for complaints about, for example:

- . how we have carried out a process,
- . we have failed to respond to an email or phone enquiry
- . an enquiry you've made
- . a report we have issued
- . a situation where you feel we didn't communicate with you clearly
- . a situation where you believe you weren't treated with courtesy or respect.

How to make a complaint

You will need to write to us either via email or letter:

(1) info@solutionsteam.co.nz

(2) Operations Manager, Solutions Team Ltd, 12 Pope Street, Addington, Christchurch

Please include:

- . your name and email address*
- . your company name, if applicable
- . account details, if applicable.

Timeframes for resolving complaints

When we receive complaints, we aim to:

- . acknowledge complaints within 2 working days
- . respond to complaints within 15 working days.
- . If you have more than one complaint, or your complaint is about more than one issue, we may need more time. If this happens, we'll let you know.

Assessing complaints

When we assess complaints, we aim to:

- keep an open mind and take a fresh look at the issues raised
- acknowledge any mistakes and put them right if we can
- have our response checked for quality, completeness, and accuracy to be fair
- see things from your point of view
- understand the reasons why you have lodged a complaint and address those reasons
- escalate your complaint to the correct people as necessary
- keep in mind the context of our scope and role
- operate within legal boundaries and business policies.

What we need from you

It'll make it easier for us to resolve your complaint if you:

- . clearly identify the grounds for your complaint
- . provide any extra information we ask for
- . act honestly and treat us with courtesy and respect - we'll do the same for you.
- . We will use the personal information you give us to correspond with you in relation to your complaint. We generally do not share your personal information unless it's necessary for the purpose for which you gave us the information (to fully and fairly investigate your complaint). We will not use it for any other purpose or disclose it except, in exceptional situations, for other reasons permitted under the Privacy Act 1993.