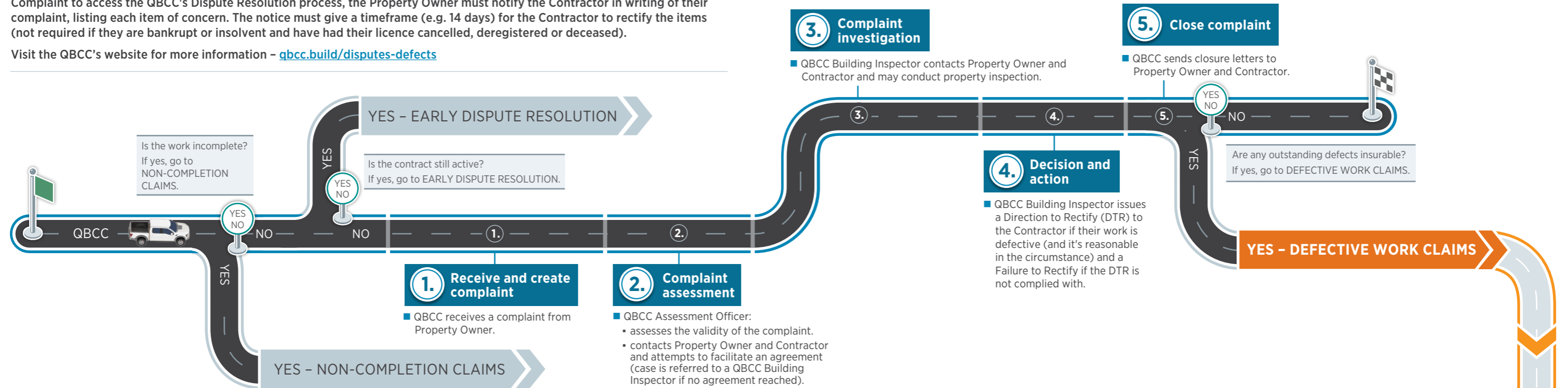


QBCC'S DISPUTE RESOLUTION

The QBCC may be able to help resolve disagreements about defective work through facilitation. Before lodging a Defective Work Complaint to access the QBCC's Dispute Resolution process, the Property Owner must notify the Contractor in writing of their complaint, listing each item of concern. The notice must give a timeframe (e.g. 14 days) for the Contractor to rectify the items (not required if they are bankrupt or insolvent and have had their licence cancelled, deregistered or deceased).

Visit the QBCC's website for more information - qbcc.build/disputes-defects



DISPUTE RESOLUTION process to DEFECTIVE WORK CLAIMS process

QBCC'S DEFECTIVE WORK CLAIMS

Following lodgement of a Defective Work Complaint, the Property Owner has participated in the QBCC's Dispute Resolution process. Based on the outcome, the case may be referred to the QBCC's Defective Work Claims process to assess their eligibility under the Queensland Home Warranty Scheme (QHWS). The QHWS can cover the cost of repairs for defective work in residential construction work projects.

Visit the QBCC's website for more information - qbcc.build/claims-defects

