

CODE OF CONDUCT COMPLAINT FORM

This form is to be used where a complaint is being made against a current financial member of Master Builders for an alleged breach of the Master Builders Code of Conduct (Code). Once complete, please send form through to canberra@mba.org.au

Before completing this form have you (please tick relevant fields):

- **Discussed this complaint with the builder?** ☐
- **Engaged your solicitor** ☐
- **Additional actions:**
 - **Contacted Access Canberra** ☐
 - **Other (provide details):**

Who is the complaint against?

- **Business Name:**
- **Builders Name:**
- **MBA Membership Number:**

1. Referring to the relevant section(s) of the Code, which section(s) do you consider that the member has breached?

Code of Conduct Provisions	Why do you believe this section was breached?
1: act at all times with honesty, integrity and responsibility and in the spirit of good faith and fair dealings	
2: to deal fairly and equitably with clients and other industry participants at all times	
3: to not to engage in any conduct which is unfair, harsh or unconscionable	
4: to not to engage in any practice which will lower the standards applicable in the building and construction industry	
5: to ensure compliance; not only with the law, but also with the industry standards of conduct prescribed in the Code	
6: to show accountability for any transgression of the code	
7: to engage in the promotion of an efficient, competitive, and ethical building and construction industry	
8: to support for continued industry reform, and in particular, changing the adversarial nature of commercial dealing to that of the partnering concept of utmost good faith and fairness in all such dealings.	

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2. Do you have any evidence to support your claims?

☐ YES ☐ NO

- Please attach any evidence documents when emailing through this form.
- Please describe below the evidence you are submitting and how you believe it supports your claims of a breach

3. Are you aware of any current or finalised legal proceedings brought against the member in relation to the complaints detailed above? If so, please provide details.

Please note

This form may also be provided to Master Builders Executive Committee and to the member against which the complaint has been made. If the Executive Committee considers that the matters raised in this form suggest that the member has a prima facie case to answer, it will be referred to Master Builders Code of Conduct Integrity and Disciplinary Committee, for consideration and, if deemed appropriate, disciplinary action. However, the Code does not provide complainants with any legal or other remedies (contractual or otherwise) and complainants do not have a right to view any documents relating to, or be informed of any findings of, the Code of Conduct Integrity and Disciplinary Committee. Any queries please email canberra@mba.org.au