

**AIBS Complaints Process**

AIBS has a [Code of Professional Conduct](#) supported by a complaint's procedure designed to ensure that AIBS Members behave and perform in a professional manner.

The Code of Professional Conduct includes conduct requirements for professional standards, use of information, interactions with clients, interactions with the building surveying profession, general behaviour and acting in the public interest.

Any alleged breach of the Code of Professional Conduct by an AIBS Member will, when brought to the notice of the Board of the AIBS, be actioned in accordance with the process set out in clause 1.12 of the [AIBS By-Laws](#).

This complaint form when lodged with the AIBS Chief Executive Officer, constitutes a formal complaint being lodged in accordance with clause 1.12 of the AIBS By-Laws.

So that we can respond to your complaint, we request that you fill in this form as thoroughly as possible. Please provide your personal information as required, and as much information as you can about the AIBS Member and the nature of your complaint.

**Your Details:**

Full Name: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

**AIBS Member Details:**

Full Name: \_\_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

**Complaint Details:**

Please outline your complaint and how the member has breached the AIBS Code of Professional Conduct in the box below or you may attach a document separately to this form.

**Declaration:**

I, \_\_\_\_\_  
confirm and declare that the information provided on this form is true and correct.

This form when completed should be sent to [aibs@aibs.com.au](mailto:aibs@aibs.com.au)

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**OFFICE USE ONLY**

	Date	Actioned By
Complaint received		
Complaint acknowledged		
Complaint finalised		
Complainant advised of outcome		