



## Controlled Activity/Construction Occupations Complaint Form

This form is to be used should you believe that there has been a breach by a licensee or former licensee under the *Construction Occupations (Licensing) Act 2004* (COLA), or an operational Act; and/or a person is conducting or has conducted a controlled activity under the *Planning and Development Act 2007* (PDA). Fields marked with an (\*) must be completed.

Before completing this form please read the fact sheet on Development and Construction Occupation Complaints which provides information about breaches of COLA and Controlled Activities. All reasonable steps will be taken to investigate your complaint.

Please note:

- Complaints of a contractual nature will not be taken into consideration
- You may be required to provide further information as part of the investigation process.
- Complaints are prioritised based on the risk to public safety.
- Investigation and action on your complaint may take a significant amount of time to be completed. You will be kept informed of the progress of the investigation.

The completed form can be submitted by email to [csbinvestigations@act.gov.au](mailto:csbinvestigations@act.gov.au) or posted to **the Access Canberra Enforcement Unit, PO Box 158 Canberra City ACT 2601.**

### Lease/Site Details – Subject of the Complaint

Block	<input type="text"/>	Section	<input type="text"/>	Suburb	<input type="text"/>	Unit No.	<input type="text"/>
Street Address	<input type="text"/>						

### Applicant Details *Please Print*

Surname	<input type="text"/>	First Name	<input type="text"/>
Postal Address	<input type="text"/>		
Phone Number Business Hours	<input type="text"/>	Mobile	<input type="text"/>
EMAIL ADDRESS	<input type="text"/>		

### Summary of Complaint - please tick

#### UNLAWFUL DEVELOPMENT

- Development without approval
- Development Not in accordance with an approval

#### BREACH OF LEASE

- Unclean leasehold
- Unlawful Use

#### CONSTRUCTION WORK

- Building
- Electrical
- Plumbing
- Gas

#### LICENSEE

- Unlicensed
- Licence Breach
- Building Certifier
- Works Assessor

Approved form AF2016-70 approved by Dave Peffer Deputy Director General Access Canberra on 28 July 2016 under section 425 of the Planning and Development Act 2007 and revokes AF2014-62

## Details of Complaint

Please provide a full description of your complaint and attach any technical reports or associated material


## Applicant Acknowledgment

I/we the undersigned acknowledge:

- We have read and understood the details outlined on this form.
- That this complaint, including the personal information provided on this form, may be referred to another ACT Government agency or ACT Policing for the purposes of investigating the complaint or a breach of another law;
- That all the information given on this form and its attachments is true and correct.

Applicant Name(s)

Applicant Signature (s)

Date

### Privacy Notice

The personal information on this form is provided to Access Canberra to enable the processing of your application. The collection of personal information is authorised by the *Building Act 2004*. If all or some of the personal information is not collected Access Canberra cannot process your application. The personal information you provide may be disclosed to Australian Bureau of Statistics, ACT Revenue Office and the Taxation Office. The information may also be disclosed where authorised by law or court order, or where the Directorate reasonably believes that the use or disclosure of the information is reasonably necessary for enforcement-related activities conducted by, or on behalf of, an enforcement body. Access Canberra's Information Privacy Policy contains information about how you may access or seek to correct your personal information held by Access Canberra, and how you may complain about an alleged breach of the Territory Privacy Principles. Access Canberra Information Privacy Policy can be found at [www.act.gov.au/accesscbr](http://www.act.gov.au/accesscbr)

### Contact Details:

Access Canberra  
Customer Coordination  
GPO Box 158, Canberra City 2601  
8 Darling Street Mitchell, ACT 2911  
16 Challis Street Dickson ACT 2602  
Business Hours: 8.30am to 4.30pm weekdays (excluding Public Holidays)  
Phone: (02) 6207 1923 TTY: (02) 6207 2622  
Email: [epdcustomerservices@act.gov.au](mailto:epdcustomerservices@act.gov.au) Website: [www.act.gov.au/accesscbr](http://www.act.gov.au/accesscbr)