



Waikato Regional Council

Building Consent Authority Complaint Strategy

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1.0	August 2025	August 2028	Strategy Created	Danielle Hooper
Required by Legislation: Building (Accreditation of Building Consent Authorities) Regulations 2006				

Introduction

Waikato Regional Council (WRC) is registered and accredited to carry out work as a Building Consent Authority (BCA) and as such the BCA is required to have a BCA Complaints strategy under the Building (Accreditation of Building Consent Authorities) Regulations 2006 – Regulation 7(2)(h) Receiving and managing complaints about building control functions.

All complaints are taken seriously and every effort will be made to resolve the issue. All comments will be used as an opportunity to learn and improve services.

Scope

This strategy applies to the WRC BCA and specifically to complaints and suggestions that relate to the WRC BCA functions only.

“LGOIMA”, “Privacy” and “Ombudsman” requests are managed under the relevant legislation and WRC policies outside the BCA. The WRC Feedback and Complaints policy can be found here [Feedback and complaints policy | Waikato Regional Council](#).

Strategy Statement

The BCA is committed to the delivery of quality services to meet the needs of its customers in line with its responsibilities as a BCA and Council’s Purpose and Vision.

The BCA welcomes feedback from customers as this provides opportunities for learning and improving services. We want to hear from you if you feel dissatisfied with any part of our service related to Building Consent processing or inspection and issuing Code Compliance Certificates.

Learning from our mistakes is an important part of our continuous improvement. The BCA will always try to resolve complaints in a fair, timely and confidential manner in order to achieve positive outcomes for customers and staff. The Council BCA wants the opportunity to put matters right.

Complaints that fall outside the scope of the responsibilities of a BCA will be passed to Council for investigation and action. BCA complaints relate to an active building consent, specifically, after a building consent has been received and prior to issuing a code compliance certificate.

Definition of a complaint

For the purposes of the BCA process, a complaint is an expression of dissatisfaction by one or more BCA customers about the BCA. A complaint is defined when a customer informs the Council that they are not happy with the:

- Standard of service provided by or on behalf of the BCA, and/or
- Failure of the Building Team to do something required by statute or that it had agreed to do (for example, exceeding statutory timeframes for processing building consents or not meeting published service levels) and/or the way they have been treated.
- Action or lack of action.

Some situations will not be considered under this process. For example, complaints that constitute a disagreement with, or refusal to accept matters that the BCA is obliged or required by statute to apply and a complaint where another formal process has been commenced.

A BCA complaint is not:

- A request for routine services, but a complaint may result in a request for service.
- A request for readily available information.
- Allegations against a contractor or staff member for serious misconduct.
- Matters for which there is a right for appeal and/or legal remedy.

If your issue is regarding a decision made by WRC about your building consent, please refer the matter to MBIE for a determination [Determinations | Building Performance](#)

Every effort will be made to resolve an issue as quickly as possible at the first point of contact. If the issue cannot be resolved at the first point of contact then it will be managed in accordance with WRC's [Feedback and complaints policy | Waikato Regional Council](#)

Monitoring

All complaints will be investigated and dealt with in confidence, consistent with the needs of the investigation. To enable the BCA's strategy and procedures to be adequately reviewed and revised, monitoring of compliance will be undertaken. The information will be used to monitor BCA performance, highlight areas of failure and feed into the continuous improvement process.

Guiding Principles

The BCA will ensure that:

- Investigations will be undertaken in a way that ensures objectivity and fairness to all parties.
- Complaints will be prioritised according to risk and urgency.
- Complaints will be responded to as quickly as possible by the most appropriate method. Either an acknowledgement or full response will be made within two working days. If the issue requires more time, we will inform you at the time of acknowledgement and keep you updated.
- Remedies will be proportionate to the issues raised.
- Complaint records will be kept and will cover
 1. Details of the investigation.
 2. The outcome (e.g. whether the complaint is upheld, action taken, apology or reason why the Council was unable to assist), and
 3. Information on the right of further redress and escalation if the customer remains dissatisfied.

Strategy review

This strategy shall be reviewed at 3 yearly intervals or as otherwise required by the BCA to ensure that it is up to date and relevant.