BAA CONSTRUCTIONS PTY LTD Constructions Type Public   
Internal   
Applicable   
Standards   
Standards for a Building company   
Competition and Consumer Act 2010  
Authorised by General Manager – Quality and Compliance   
Effective date 27 October 2022   
Version V1.0   
  
   
Policy: Consumer Protection   
   
Overview All BAA CONSTRUCTIONS PTY LTD Clients and potential clients (consumers) have the right to expect that the product they receive from BAA CONSTRUCTIONS PTY LTD is consistent with the National and Local Building Authority requirements Victorian Building Authority and the NCC requirements of states and territory are met through application to building projects. The Client is protected under the Competition and Consumer Act 2010 as administered by the State of Victoria.   
   
**Consumer’s Rights and Obligations**

* **All consumers have the right to:**
* Expect that the Product they receive will be of a quality consistent with the Industry expectations, National Construction Code, Relevant Australian standards under the quality control of BAA CONSTRUCTIONS PTY LTD and met through Regulator’s requirements (VBA) and State and Territory Contract requirements.
* Expect that BAA CONSTRUCTIONS PTY LTD will meet state and federal Government’s rigorous expectations in the area of quality, ethics, accountability, and responsiveness.
* Be informed about the personal information that is collected about the client and their right to review and   
  correct that information.
* Have access to the BAA CONSTRUCTIONS PTY LTD Dispute resolution Process and the Grievances, Complaints and Appeals process.
* All expectation of administering the Building contract will be met according to agreed content
* Meet all obligation in matters of contractual commitments, Occupational Health and Safety Commitments
* Meet all financial commitments as per the administering of the building contract
* **All consumers have obligations, including but not limited to:**   
  — Providing accurate information to BAA CONSTRUCTIONS PTY LTD constructions   
  — Behave in a responsible and ethical manner.
* **BAA CONSTRUCTIONS PTY LTD Obligations including but not limited to:**   
  — Providing support necessary correspondence to allow the consumer to achieve their expectations.  
  — Providing a quality audits and assessments to provide the client with a quality product and also a positive consumer experience.   
  — Ensuring that its organisation, staff, meet public expectations of ethical behavior at all times.
* Conduct marketing activities with integrity, accuracy, and transparency and without financial incentives   
  or other inducements to consumers.
* Ensuring prospective consumers are properly informed about BAA CONSTRUCTIONS PTY
* to be transparent withfees, responsibilities and obligations.
* Providing a clear and accessible feedback and customer protection system including an identified   
  consumer protection officer.
* Maintaining procedures for protecting consumer’s personal information.
* . Consumers are at the center of service delivery and as such BAA CONSTRUCTIONS PTY LTD will provide consumers with the support required to successfully complete the contract
* Our Team are highly qualified and experienced industry professionals that optimise the client experience to meet all requirements by delivering a quality product and customer experience.
* Ethical and Accurate Marketing BAA CONSTRUCTIONS PTY LTD ensures that the advertising materials promote the organisation as professional, ethical, non- discriminatory and trusted.
* Through its advertising and marketing channels, BAA CONSTRUCTIONS PTY LTD informs consumers about programs and outcomes accurately and realistically.
* All promotional material is approved internally by the National Quality Assurance and Compliance Manager   
  (or approved delegate), prior to publication.
* Where promotional platforms or materials refer to fees and charges, BAA CONSTRUCTIONS PTY LTD ensures that all consumers are provided with clear and accurate information relating to these fees and charges.

**BAA CONSTRUCTIONS PTY LTD will ensure that all Marketing and Advertising:**   
   
— Accurately represents, to current and prospective client requirements through our products and services   
ensure that advertised outcomes are consistent with these requirements   
— Ensures the appropriate use of the Nationally Recognised standards, logos on advertisements in accordance with Government standards and legislation.   
— Complies with all marketing requirements under state and territory requirements   
— Obtains prior written permission from any person or organisation for use of any marketing or advertising   
material, which refers to that person or organisation, and will abide by any conditions of that permission.   
— Ensures that full details of special conditions applying to our services will be communicated to our clients   
and participants.

**BAA CONSTRUCTIONS PTY LTD Promotional Materials do not:**   
   
— Encourage realistic expectations of produced promotional material

— Make claim to approval or recognition that is inaccurate or use misleading or false comparison of product information provided by competitors.   
— Make misleading statements concerning the qualifications or experience of staff.   
— Make misleading or false statements about supplied product.

* Comprehensive information is available to consumers including client related policies and procedures,   
  and fee information, rights and responsibilities, complaints and appeal mechanisms and information   
  regarding the collection of personal information.
* The organisations policies and procedures are located on   
  the BAA CONSTRUCTIONS PTY LTD website and outlined in the client handbook.
* Consumers are provided with information prior to   
  signing contracts on how to make a complaint and/or raise any concerns related to their enrolment.   
  Grievances, Complaints and Appeals Despite the best efforts to provide quality services and outcomes to its consumers, complaints may occasionally arise that require formal resolution.
* The BAA CONSTRUCTIONS PTY LTD Grievances, Complaints and Appeals Policy   
  addresses both the BAA CONSTRUCTIONS PTY LTD formal and systematic approach to complaints handling, providing a mechanism for   
  lodging and ensuring a prompt, objective resolution of any complaints and/or appeals.   
     
  The principles of this system are as follows:   
     
  — Complaints and appeals are investigated and resolved as quickly as possible.   
  — All complaints and appeals are acknowledged in writing and finalised after a comprehensive investigation   
  has occurred.   
  — Procedural fairness and the principles of natural justice are adopted at each stage of the   
  complaint/appeal process.   
  — Information on how to make a complaint/ appeal is available in the client handbook and on the   
  organisation’s website.   
  — Any opportunities for improvement identified through the complaints and appeals process will be   
  actioned through the organisation’s continuous improvement process.   
  The Grievances, Complaints and Appeals Policy may be found on the BAA CONSTRUCTIONS PTY LTD website advises consumers on how to make a   
  complaint directly to BAA CONSTRUCTIONS PTY LTD. <https://baaconstructions.com.au>

Fees, Charges and Refunds BAA CONSTRUCTIONS PTY LTD will ensure the following:

* — All information regarding fees to be paid by the client will be supplied individually.   
  — Consumers will be notified of any schedule of payments.   
  — Any fee schedule will ensure that all fees are paid in full prior to completion of the project.   
  — All fees collected by BAA CONSTRUCTIONS PTY LTD will be retained by BAA CONSTRUCTIONS PTY LTD.   
  —— Fees will be adjusted to reflect relevant variations as agreed upon by client and Baa constructions Pty Ltd and if necessary, refunds will be made.