# Complaint Resolution Process

**Have you spoken to the contractor about your concerns?**

— **NO** → Contact the contractor to give them a chance to put things right

**YES** ↓

**Has the contractor resolved your issues?**

— **YES** → 👍

**NO** ↓

Make a formal complaint following the contractors complaints process

↓

**Has the contractor resolved your issue?**

— **YES** → 👍

**NO** ↓

Contact us and we will be happy to explain our resolution process

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**Is your complaint within our scope?**

— **NO** → We will offer our advice

**YES** ↓

Complete our form which will explain what information we need

↓

Forward your completed form for us to review

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We will advise you what steps will be taken