

## **Building Contract Review Program - Ethical Behaviour and Complaint Handling Procedures**

Abode2 Project Management is committed to the highest ethical standards. We make this commitment in our own right as well as in accordance with being a service provider to the NSW Government.

We commit to:

- Comply with applicable laws, regulations, policies, procedures, and good business practices.
- Act with integrity and openness.
- Be fair and transparent in our dealings.
- Conduct our business in an ethical and safe manner.
- Disclose any perceived or real conflicts of interest.
- Protect and prevent the release of commercial-in-confidence information.
- Assist our suppliers and customers to act in the same manner and if breaches or non-compliance matters occur, we deal with these matters in accordance with relevant NSW reporting frameworks.

If our suppliers, customers (or potential customers) or any stakeholder is unhappy with our services or the way we do business then a process exists to deal with these matters.

Complaints regarding service standards or conduct will in the first instance be addressed at the operational level directly with the BCRP Coordinator who is responsible for the day-to-day administration of the BCRP. Susie Bell - [susie@abode2.com.au](mailto:susie@abode2.com.au) or 0412 999 623.

Should the complainant feel their complaint has not been resolved or there are alleged breaches of the BCRP Agreement (or its employees or contractors) then the complainant is put in touch with the Director of Abode2 Project Management (Damon Moloney). Damon Moloney - 0427 815 020 or [damon@abode2.com.au](mailto:damon@abode2.com.au).

A response to any complaint received will be actioned within two working days.

Should a complainant feel that their matter has not been adequately dealt with then we encourage those to review the processes established by ICare to deal with HBCF complaints. See - [www.icare.nsw.gov.au/builders-and-homeowners/disputes/lodge-a-dispute](http://www.icare.nsw.gov.au/builders-and-homeowners/disputes/lodge-a-dispute).

We commit to working through these established processes in a manner consistent with our values to see an outcome reached that is acceptable to all parties.



Damon Moloney  
Director

