

General Enquiries & Complaints

As part of ASA's customer service, please complete this form to lodge a general enquiry or complaint. Email the completed form along with a copy of your photo ID (i.e. drivers licence, passport or other form of photo ID) to support@asabc.com.au

All fields must be completed for a submission to be accepted and considered.

Applicant Details

Full Name:	
Contact Address:	
Contact Number:	
Email Address:	
Company Name <i>(if applicable)</i> :	
I would like to make	<input type="checkbox"/> General enquiry <input type="checkbox"/> Feedback <input type="checkbox"/> Complaint <input type="checkbox"/> Suggestion
I am	<input type="checkbox"/> Home owner <input type="checkbox"/> Contractor <input type="checkbox"/> Neighbour <input type="checkbox"/> Industry Professional <input type="checkbox"/> Other <i>(please specify)</i>
I prefer to be contacted via	<input type="checkbox"/> Email <input type="checkbox"/> Phone <input type="checkbox"/> Do not contact <i>(we understand and thank you for your submission. Please note if you do not wish to be contacted, we cannot provide any information about this case if requested.)</i>
If you select phone call, what is you preferred contact time?	<input type="checkbox"/> Morning (8am – 12pm) <input type="checkbox"/> Afternoon (12pm – 5pm)
Have you contacted us before?	<input type="checkbox"/> No <input type="checkbox"/> 1 – 2 times <input type="checkbox"/> 3+ times
Property Address in relation to submission	
Adjoining Property Address (if applicable)	

Details of submission <i>(Provide in detail the query or complaint, include as much information as possible)</i>

CONDITIONS *(please tick to indicate you have read and accept)*

- Further information may be required including but not limited to documents, evidence or details.
- Submissions will be responded to within 15 business days.
- Incomplete submissions will not be accepted.
- The matter may be referred to the VBA if false or misleading information is provided.
- Once the submission is accepted and the applicant is contacted, the results or outcome may not be as expected and up to the applicants' satisfaction.
- Applicant is prepared to appear before a court or tribunal if required.

DECLARATION *(please tick to indicate you have read and accept)*

- I declare the above information is true and correct.
- I declare the photo identification provided is a true representation of myself.
- I declare that I have read and understand the conditions of this submission.
- I authorise ASA Building Consultants to reserve the right to use the above-mentioned information in assisting with the submission.

Applicant Signature: _____

Date: _____

The authorised signatory finalises the process in the submission.