



CBOS

Consumer, Building &
Occupational Services

Promoting a fair marketplace

Fact Sheet

Our Enquiry and Complaint Process

This fact sheet outlines the way CBOS handle enquiries and complaints. CBOS accepts enquiries and complaints about individuals, businesses or industries. Difficult matters may take longer to investigate.

Advisory service – self-help

CBOS provides all enquiries and complaints with an advisory service first. This may help to resolve disputes without a third party becoming involved.

Self-help stages

- Stage one – Talk to the other party
- Stage two – Write to the other party
- Stage three – Contact CBOS
- Stage four – Seek legal advice

Lodging a complaint

CBOS uses a risk-based approach to ensure resources are used where risk of harm or unsafe practices are greatest. We aim to take action where public safety is of most risk.

General enquiries and complaints can be lodged by:

Web form: www.cbos.tas.gov.au

Phone: 1300 654 499

Email: cbos.info@justice.tas.gov.au

Post: Consumer, Building and Occupational Services
PO Box 56
ROSNY PARK TAS 7018

Education and enforcement

Education is our priority.

Education is an important tool in helping to comply with the law. CBOS uses enforcement action to address conduct which poses a major risk. Each matter is considered on a case-by-case basis.

CBOS addresses non-compliant behaviour in three ways:

- Voluntary Compliance
- Directed Compliance
- Compulsory Compliance

Complaints about our decisions

A person can appeal a decision made by CBOS. They must refer to the information provided with the decision. If this information is not provided contact CBOS.

If you are unhappy with the response to your appeal, contact the Tasmanian Ombudsman:

Phone: 1800 001 170

Email: ombudsman@ombudsman.tas.gov.au

Post: Ombudsman Tasmania
GPO Box 960
HOBART TAS 7001

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Visit our website: www.cbos.tas.gov.au