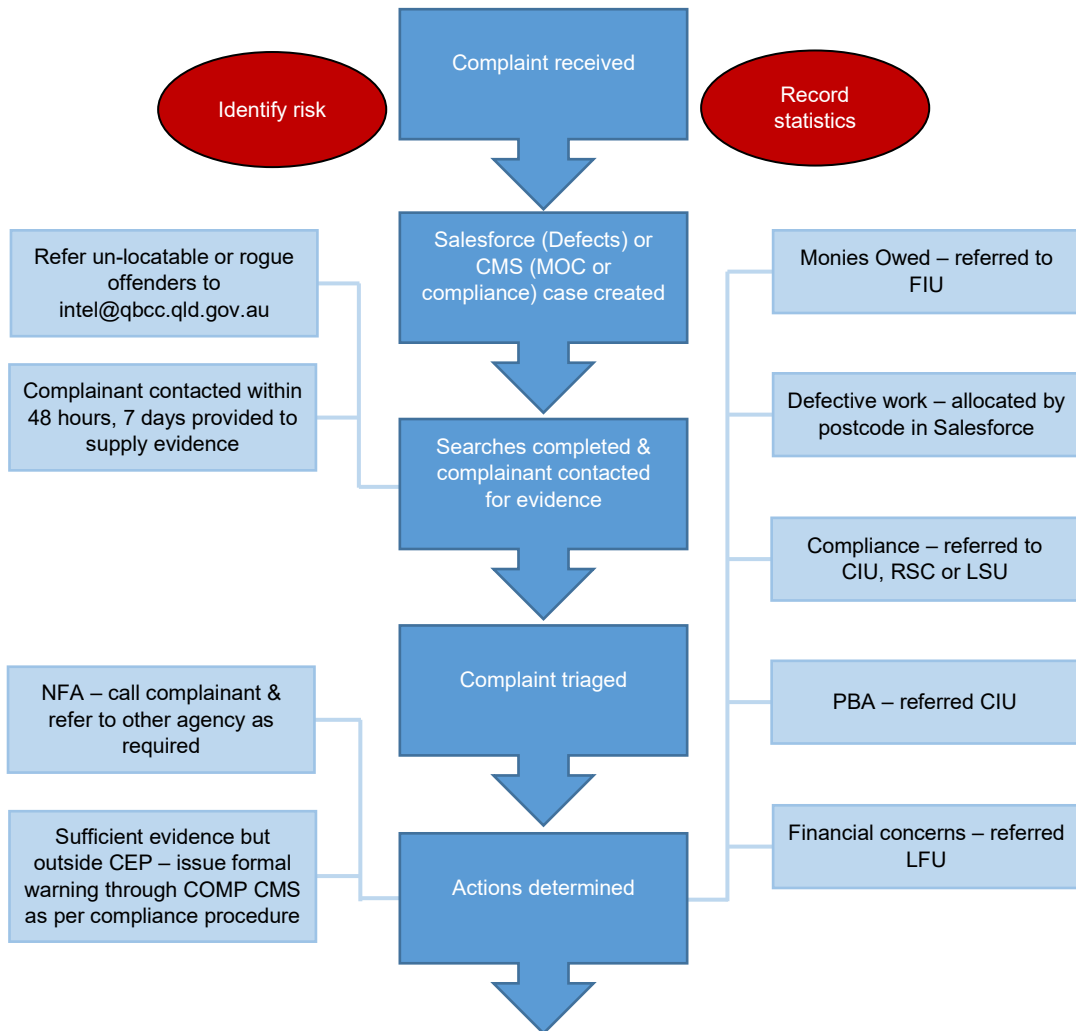


C. QBCC complaints management process



Source: Queensland Building and Construction Commission.

