

COMPLAINT PROCEDURE

The Owner Builder is an independently published magazine – the first issue came out in 1981 – and it has been informing and inspiring owner builders ever since. While it has changed in appearance over that time, it still remains true to its origins – to produce a unique publication that is of value to those who choose to be involved in creating their own shelter and to share and celebrate their creativity and hard work.

The magazine has a strong editorial drive, providing authoritative and unbiased articles with detailed technical content. We thoroughly support the continued sharing of ideas amongst owner builders. However, you should be aware that any particular solution may not suit your situation or even be tolerated by your council. Always be aware of on-site safety; just because a photograph shows someone performing a task one way does not necessarily mean that it is safe or suggested best practice.

These values apply to all aspects of the business, from the print edition to the online presence, and to any interaction with employees. Should you feel your experience has not been true to these core values, or is in any way misleading or offensive, please get in touch.

How to make a complaint

Complaints should be made in writing via email (preferably) or post (contact details below).

If concerning a print edition, include the issue number and page related to the complaint.

If concerning online content, include the URL (web address) of the page, along with any identifying information like date, author or heading.

Please state in no more than 400 words the reasons for your complaint.

- Were you personally identified in the article?
- Were you directly affected by the article's content?

Full contact details (name, address, email, phone number) must be provided.

Process

Once your complaint is received, you will receive written acknowledgement of receipt within 10 working days.

The complaint will be dealt with as soon as is practical, depending on the investigation required. You will be notified of progress on a weekly basis.

Contact details

Email: info@theownerbuilder.com.au
Post: PO Box 64, Stockton NSW 2295

Regards



Lynda Brighton
Publisher | Editor