Complaint and Dispute Guide for Builders

Our Construction Warranty Insurance team is committed to treating all customers fairly and to resolve complaints promptly and respectfully. If you are not satisfied with our decision or how your facility has been handled, we want to hear from you.

How to Make a Complaint

You can contact us using the method most convenient for you:

Phone: 1300 294 000
Email: cwi.complaints@credeq.com
Post: CWI Complaints
Level 4, 45 Clarence Street
Sydney NSW 2000

When making a complaint, please tell us:

- What your complaint is about and the outcome you are seeking
- Your name and your preferred contact details
- Any supporting documentation

By providing us with as much information as you can, you will help us resolve your complaint as quickly as possible.

Our Commitment to you

Once we receive your complaint:

- We will acknowledge your complaint
- We will contact you to ensure that we understand your complaint
- We will investigate and keep you informed (at a minimum, every 10 business days)
- Will aim to resolve your complaint within 30 business days

Due to the nature of our business, if we are unable to resolve your complaint within 30 business days, we will advise you of the reason for the delay and provide further options to progress.

Although Construction Warranty Insurance is not subject to ASIC's RG 271, we choose to align with its standards voluntarily reflecting our commitment to fair and transparent complaint handling.