



Before making a complaint please ensure that:

- Please ensure that you read all the information provided about the complaint process on www.pgdb.co.nz; before making a complaint.
- Please complete all the required fields or it will take longer to process your complaint.
- Please note that your name and complaint, including any supporting documentation, will be disclosed to the person complained about. If you do not want your name and the complaint disclosed in this way, the Board cannot consider your complaint.
- In the event you smell gas, immediately contact Energy Safety (0508 377 463) before making a complaint to the Board.

Complaint

If you would like to make a complaint, please complete the following form (* = required field).

PART A – Your details

Full name * _____	Home phone * _____
Address * _____ _____	Mobile _____
	Email * _____

PART B – The details of the person you are complaining about

Full name * _____	Company name _____
Address _____ _____	Home phone _____
	Mobile _____
	Email _____

PART C – The person’s authorisation status

Please visit the public register for this information. If the person is not registered on the public register, you should instead complete an [‘advice of unlawful work form’](#) instead of this form.

Is the person registered? yes no

Person’s authorisation number _____

Tradesperson’s title:

certifying plumber
 certifying gasfitter
 certifying drainlayer
 licensed plumber
 licensed gasfitter
 licensed drainlayer
 provisional licence holder

PART D – How you found the person

- Yellow pages
- Public register
- A friend
- Advertisement
- Someone else (eg a builder) engaged the person
- Other (please specify) _____

PART E – The work

Date the work was carried out * _____

Type of work (tick all relevant boxes) *

- Sanitary plumbing
- Gasfitting
- Drainlaying

Please refer to the [Plumbers, Gasfitters and Drainlayers Act 2006](#) for definitions of the above work

Address where work was carried out * _____

If the complaint is about gasfitting work, the gas certificate number if known
(top right hand corner of the certificate) - Gasfitting Certification Certificate Number: _____

PART F –Detail of complaint

Please set out all relevant details including the work that was done and your particular concerns, what you were told by the person who carried out the work, the number of people onsite, whether the work required a building consent and was signed off by the Council, whether you have engaged anybody to fix the problems, what outcome you want to achieve. *

Lined area for writing complaint details.

If you require more space to outline your complaint details, simply attach additional sheets to this form.

Please attach any supporting documentation you may have such as copies of invoices, gas certificates and council documentation and forward to: **Registrar (Complaints), Plumbers, Gasfitters and Drainlayers Board, PO Box 10655, WELLINGTON 6143.**