Plumbers,
Gasfitters and
Drainlayers Board

Complaints Guide

Our role

The role of the Plumbers, Gasfitters, and Drainlayers Board (Board) is to protect public health and safety. Plumbing, gasfitting, and drainlaying work must be carried out by plumbers, gasfitters, and drainlayers (practitioners) who hold a current licence or authorisation.

Under the Plumbers, Gasfitters, and Drainlayers Act 2006, we have a clear mandate that sets out:

- the types of complaints we can consider, and
- the orders we are legally able to make.

The Board's Complaints and Investigations Team is responsible for managing queries and complaints about:

- plumbing, gasfitting, and drainlaying work carried out by authorised practitioners, and
- unauthorised persons carrying out plumbing, gasfitting, and drainlaying work.

Making a complaint

Anyone can make a complaint about negligent, unsafe, incompetent, non-compliant, unauthorised or unsupervised sanitary plumbing, gasfitting, or drainlaying work.

We encourage you to first try to resolve the issue directly with the plumber, gasfitter, or drainlayer involved.

Preparing your complaint

If you decide to submit a complaint, please gather any supporting evidence you have available. A list of useful supporting information is provided below.

Submitting your complaint
To make a complaint, please complete our online complaint form. If you need assistance filling out this form, you can contact us at:

- complaints@pgdb.co.nz
- 0800 743 262
- (+64) 4 494 2970

Supporting evidence

To help us assess your complaint, you may be asked to provide supporting evidence. Useful examples include:

- copies of the original quote(s) and invoices
- photographs or videos
- copies of relevant correspondence
- details of any inspections or remedial work undertaken

copies of any certificates issued in relation to the work completed

Our process

When we receive a complaint, we:

- consider all the information provided
- ask the practitioner for a response
- seek expert technical advice from our team when needed.

When making this decision, we consider:

- whether the Plumbers, Gasfitters, and Drainlayers Act 2006 allows us to investigate
- the seriousness of the conduct
- the risk to public health and safety.

You will be notified of the outcome of this assessment.



Complaint outcomes

After we have considered your complaint, possible outcomes include:

- starting an investigation
- educational approach, for example providing guidance or training to the practitioner to prevent future issues.
- no further action, if the complaint does not meet the threshold for investigation or there is not enough evidence to proceed.

What the Board cannot consider

The Board's role is set out in the Plumbers, Gasfitters, and Drainlayers Act 2006. This means there are some matters we are not able to look into.

- complaints about work that fall outside the le-

gal definitions of sanitary plumbing, gasfitting, and drainlaying or complaints that are frivolous or vexatious.
- contractual issues such as, billing, invoicing or payment disputes (the Act does not allow us to consider these).
- Requests to direct a practitioner to complete remedial work.

Other organisations may be able to assist you in resolving these, such as
- Consumer Protection,
- Citizens Advice Bureau
- your local community law centre.

For general guidance please see our Resolving Problems Guide.

Investigation

If an investigation is started, an investigator will be appointed to gather all relevant information and decide whether further action is necessary.

In most cases, this will include a technical assessment of the work to check if it complies with required standards and to identify any concerns with the standard of the work.

Once all information has been gathered, you will receive a preliminary report. This will give you the opportunity to comment before the decision is made.

We will keep you updated throughout the investigation.

Outcomes of investigation

After considering all the evidence and any responses to the preliminary report, the investigator will make a final determination. This will be provided to both you and the practitioner.
The investigator can recommend that:
- the Board considers the complaint at a disciplinary hearing
- a formal warning is issued
- an educational approach is taken, or
- no further action is required.

Once a final decision is made, we will notify you of the outcome. The practitioner will also be informed.

See our resolving problems guide
available on our website www.pgdb.co.nz



Your personal information - See our Privacy Statement for information about how we collect, use, store and share your personal information. This includes when we collect information from others or verify it with third parties, and how you can access or correct your information.