Plumbers, Gasfitters and Drainlayers Board

Investigations into Unauthorised Work: Information for Complainants

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.

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.

Investigation

If the complaint proceeds to an investigation an investigator will be appointed. The investigator's role is to find out whether the person may have committed an offence under the Plumbers, Gasfitters, and Drainlayers Act 2006.

How the investigation works

The investigator gathers information from all relevant parties to build a clear picture as to what has happened.
They may contact you with questions.

In most cases, a technical assessment of the work will be carried out to check whether it complies with required standards and to identify any concerns with the standard of the work.

Next steps

Once all the information has been gathered, the investigator will make a recommendation to the Registrar about whether the matter should proceed further, which may include a District Court hearing. You will be kept updated throughout the process.

District Court prosecutions

If the investigator recommends that the matter proceeds to a District Court hearing, the file will be passed to the Board's external lawyers to review and file charges.

- If you are required to give evidence, the investigator will contact you to discuss your availability.
- You may be called to attend the hearing as a witness.
- The person who is the subject of the complaint may also be required to appear in Court.

Possible outcomes

If the Court finds the person guilty of carrying out unauthorised work, they may face significant fines. All decisions are made by a Judge, not by the Board. We will keep you informed and let you know the outcome of the hearing.

For more information on the Board's complaints and disciplinary process, please visit 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.