

COMPLAINTS

PART A – COMPLAINTS PROCEDURE

The Board can only consider complaints about conduct that might be a disciplinary offence as set out in [section 89](#) of the Plumbers, Gasfitters, and Drainlayers Act 2006. That conduct mainly relates to poor, unsafe, improper or incompetent plumbing, gasfitting, or drainlaying. You must provide enough information to enable the complaint to be investigated.

Complaints may lead to registered Plumbers, Gasfitters and Drainlayers being disciplined by the Board and/or unauthorised persons being prosecuted in the District Court. However the Board cannot award compensation or order repairs.

IMPORTANT - Please read before completing this form

We cannot consider

- Complaints about work that falls outside the statutory definitions of sanitary plumbing, gasfitting and/or drainlaying.
- Frivolous and/or vexatious complaints
- Complaints in relation to refusal to supply compliance documentation and/or gas certificates
- Complaints in relation to contractual, billing and invoicing disputes
- Complaints requesting replacement and/or repairs
- Confidential complaints

We can consider

- Complaints about work that fall within the statutory definitions of sanitary plumbing, gasfitting and/or drainlaying
- Complaints about negligent, incompetent and/or non-compliant work
- Complaints relating to supervision issues
- Complaints about unauthorised work being carried out

When making a complaint you agree

- To be named as the complainant (If you wish to remain anonymous, but you would like to pass the information onto the Board, you can also do this, however there is a limit to what the Board can do with the information provided).
- To sign a statement outlining your complaint (By signing the statement, you must be prepared to attend a Board Disciplinary hearing or a District Court prosecution if required).

Outcomes following investigation of complaints:

If your complaint progresses to a Disciplinary Hearing, and the tradesperson is found guilty of a disciplinary offence, the tradesperson may be:

- Censured
- Fined
- Ordered to complete further training; or
- Have their license cancelled, restricted or removed

If your complaint progresses to a District Court prosecution, and the tradesperson is found guilty of carrying out restricted work without a license, the subject can be fined up to \$10,000.

COMPLAINTS FORM

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

PART B – YOUR DETAILS

You cannot make an anonymous complaint

Mr Mrs Miss Ms

Surname*

.....

First names*

.....

Company name

(if applicable)

.....

Relationship to the complaint

(i.e. homeowner, remedial tradesperson, council inspector)

.....

Street address*

(include suburb)

.....

.....

Town/city

.....

Postal address

(if different from above)

.....

CONTACT DETAILS

Daytime number * _____

Mobile _____

Email address: * _____

PART C – WHO YOU ARE COMPLAINING ABOUT

Name of tradesperson(s): * _____

Company Name (if applicable) _____

Tradesperson’s address _____

Contact number(s) of Tradesperson _____

Tradesperson’s email _____

PART D – THE WORK THAT WAS CARRIED OUT

Date the work was carried out: * (If you do not have the exact date, please specify a date range) _____

Address * (where the work was carried out) _____

What work was carried out? * _____

How many people were on site?

(Please provide the names and details of all people onsite? Who physically carried out the work)

What are the problems?*

(With the work carried out)

Have you made contact? *

(With the tradeperson(s) involved to discuss the problems with the work. Please provide as much detail as possible regarding exactly what you discussed.)

Has the work been inspected or fixed?

(By a remedial tradesperson. If yes, please provide the name and contact details of the remedial tradesperson)

What outcome?*

(The desired outcome you are looking for)

PART E – ATTACHMENT LIST

Please select the documentation you are providing with your complaint.

- Photographs** (*Photographs are a very important tool for the investigators to use as they cannot attend the site. Please provide as many photographs as possible and be prepared to receive instruction regarding further photographs the investigator may wish to have taken*)
- Invoices / Quotes
- Correspondence (i.e. reports, emails, screenshots of texts)
- Compliance documentation
- Gas Certification (Gas Certificates)
- Other – Specify below

PART F – DECLARATION

- I declare that the information I have supplied in this form is true and correct.
- I agree to all documentation relating to this complaint being released to the parties involved.
- I understand that all information I provide is subject to public release. If the Ministry or Board receive a request for this material they will be required to consider its release, in whole or part, in terms of the criteria set out in the Official Information Act 1982.

SIGNATURE

Signature:

Date:

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