

# General complaints policy

## Purpose

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This policy sets out how the Plumbers, Gasfitters, and Drainlayers Board's (**Board**) deals with complaints by practitioners about a decision, action, or order of the Board made under the [Plumbers, Gasfitters, and Drainlayers Act 2006](#) (**Act**).

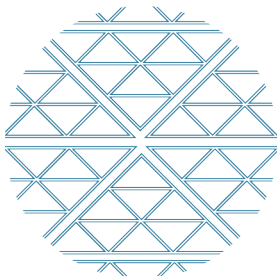
This policy does not apply to complaints about:

- a decision, action, or order of the Board made under [Part 3 of the Act](#) relating to discipline and offences
- the result of a Board examination
- a decision, action, or order of the Board made under any previous legislation.

## Guiding principles

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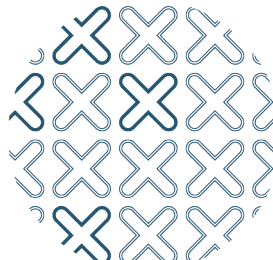
This policy and the Board's approach to dealing with practitioner complaints are governed by the Board's values of:



**Mahi tahi**  
Working together



**Manaakitanga**  
Protecting



**Whakapono**  
Leading



**Kia Māia**  
Having courage

The Board acknowledges the right of practitioners to be unhappy about its decisions, actions, or orders and to make complaints about them. The Board handles any complaints it receives in a fair, reasonable, objective, and unbiased manner.

Complaints are handled as quickly as possible having regard to the number, complexity, and seriousness of the issues involved.

Complainants are kept informed about the progress of their complaint throughout the complaint process and are given the opportunity to comment on any findings before a final determination is made.

Any personal or sensitive information provided as part of a complaint is kept confidential and used only for the purposes of considering the complaint.

## Grounds for making a complaint

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The types of grounds on which a practitioner can make a complaint about a decision, action, or order of the Board are that it:

- was made improperly
- took into account things that were not relevant
- did not take into account something that was relevant
- was not consistent with other similar decisions, actions, orders of the Board
- was not made when it should have been, ie the Board did not make a decision or order, or take action when it should have
- was made on the basis of something that was incorrect.

It is not grounds for a complaint that the practitioner is simply unhappy with a decision, action, or order, or disagrees with it.

## Making a complaint

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Complaints must be made to the Board within six months of the decision, action, or order concerned.

Complaints must be in writing and must clearly identify the following matters:

- the name and contact details of the practitioner making the complaint
- the decision, action, or order the complaint is about and when it occurred
- why the practitioner is complaining about the decision, action, or order
- whether they have raised their concerns before and/or with any other party
- what outcome they are seeking from their complaint.

Complaints must be accompanied by any supporting material the practitioner wishes to have considered and should be sent to the Registrar.

All complaints are acknowledged and the practitioner is provided with a copy of this policy.

## Declining a complaint

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A complaint may be declined if it:

- raises the same issues, or substantially the same issues, as a previous complaint from the same practitioner
- would be more appropriately addressed by another agency such as the Ombudsman or Privacy Commissioner, or through a differing process
- is trivial, frivolous, or vexatious
- is outside the scope of this policy.

If the complaint is something that would be more appropriately addressed by a different agency, the practitioner will be advised of this and given information on how to make their complaint to that agency. If the complaint would be better dealt with using a different Board process, the matter will be provided to the relevant team within the Board and the practitioner will be advised.

Where the Board declines a complaint, it advises the practitioner and gives its reasons for declining the complaint.

## Considering a complaint

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Consideration of a complaint begins by gathering all relevant information, including from the practitioner, Board records, staff, and any third parties.

A draft complaint report is then prepared:

- identifying and analysing the issues
- giving an opinion on the merits of the complaint
- identifying options for addressing the complaint
- identifying the appropriate decision maker.

The draft complaint report is provided to the decision maker for their consideration. They provide the report to the practitioner and seek their comments. The decision maker then considers the practitioner's comments and makes a decision about the complaint.

The practitioner is advised of the outcome of their complaint and of any rights of review or reconsideration they may have. Where a complaint is upheld, the practitioner is advised of any action that will be taken as a result of finding their complaint has been made out.

## Decision maker

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Where a complaint relates to a function under the Act, the decision maker will be the person or persons with responsibility for carrying out that function, or any person to whom the function has been delegated.

Where the complaint relates to the actions of a staff member, the decision maker will be the Chief Executive.

Where the complaint relates to the actions of the Chief Executive or the Registrar, the decision maker will be the Chair.

## Timeframe for dealing with a complaint

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Complaints are handled in the most efficient and effective manner having regard to the number, nature, and complexity of the issues involved, and the resources available to deal with the complaint.

The Board aims to resolve most general complaints within two calendar months from receipt of the complaint.

Where the decision-maker is the Board, the timing of the final resolution of the complaint will be dependent on the Board's meeting schedule.

#### Version management

Date	Details
April 2025	Approved by Chief Executive
April 2028	Next review date