



Complaints and Investigation Process: Guidance for Practitioners

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.

Our process

When we receive a complaint, we will:

- request supporting information from the complainant
- send you the complainant's name and any supporting information sent to us
- request your comments in response to the concerns raised
- seek advice from the Board's technical team if required.

It is very important we have your side of the story. Your comments help us decide on the next steps. If you engage and provides all the relevant information, it will assist us to respond to the complaint promptly.

Complaint outcomes

After we have considered the complaint, the possible outcomes are:

- An investigation may be opened if the complaint meets the legal requirements and raises concerns about safety, competence, or compliance. You will be notified if an investigation is started.
- An educational approach may be taken for example; you may be provided with guidance or training to help prevent similar issues in the future.
- No further action may be taken if the complaint does not meet the threshold for investigation or there is not enough evidence to proceed.

Investigations process

One possible outcome of a complaint is that it proceeds to a formal investigation.

- An investigator will be assigned to the complaint. Their role is to gather further information from all relevant parties. You will likely be contacted directly with questions.

- In most cases, a technical assessment of the work will be requested from the Board's technical advisor.
- This assessment checks whether the work complies with the required standards and identifies any quality issues.
- Once all information has been gathered, both you and the complainant will receive a preliminary report. You will have the opportunity to provide comments before a final decision is made.

Investigations may result in disciplinary action by the Board against authorised plumbers, gasfitters, or drainlayers, or prosecution in the District Court against unauthorised persons.

You will be kept informed as the investigation progresses.

Support available

We understand that being the subject of a complaint or investigation can be challenging. You are encouraged to seek support from:

- your professional or industry body,
- a legal advisor, or
- a trusted colleague or mentor.

The Board's team can also explain the process to you and answer questions about what to expect at each stage.

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.