



Plumbing complaint form

A person may make a complaint to the Plumbing Inspectorate of Building and Energy that may warrant an inspection or investigation for a potential legislative or plumbing standard breach of the Plumbers Licensing and Plumbing Standards Regulations 2000.

Do not use this form if your complaint relates to a monetary or contractual dispute.

OFFICE USE ONLY

Date complaint received

Receipt no.

1. Complaint details

Complainant's personal details: owner/occupier/other

Complainant type:	Owner	Occupier	Other:	<input type="text"/>	
Title:	Mr	Mrs	Ms	Other:	<input type="text"/>
First/middle names				Last names	<input type="text"/>
Address	<input type="text"/>			State and Postcode	<input type="text"/>
Home telephone	Area code ()		<input type="text"/>	Work telephone	Area code () <input type="text"/>
Mobile	<input type="text"/>		Email	<input type="text"/>	
Preferred method of contact:	Home telephone	Work telephone	Mobile	Email	Post

2. Plumber's details

Plumber's full name	<input type="text"/>
Licence number or permit holder number <i>(found by searching www.dmirs.wa.gov.au or phoning 1300 489 099) – (If not licensed state 'Nil')</i>	<input type="text"/>
Company name	<input type="text"/>
Work telephone/mobile	Area code () <input type="text"/>
Email	<input type="text"/>

3. Complaint details

Property or site where plumbing work completed:

Address	<input type="text"/>	State and Postcode	<input type="text"/>
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Property owner/occupier details: The same as complainant's details in section 1

Title:	Mr	Mrs	Ms	Other:	<input type="text"/>					
First/middle names				Last names						
<input type="text"/>				<input type="text"/>						
Address					State and Postcode					
<input type="text"/>					<input type="text"/>					
Home telephone			Work telephone							
Area code ()			Area code ()							
<input type="text"/>			<input type="text"/>							
Mobile			Email							
<input type="text"/>			<input type="text"/>							
Preferred method of contact:						Home telephone	Work telephone	Mobile	Email	Post

Works carried out:

Date commenced	Date complete
<input type="text"/>	<input type="text"/>
Type of work (e.g. water supply, sanitary and/or drainage plumbing work)	
<input type="text"/>	
Description of plumbing work undertaken	
<input type="text"/>	
Have you discussed the issue with the responsible plumber, and what actions have they taken to rectify?	
<input type="text"/>	

Please provide the following:

1. The allegation as specified in the Plumbers Licensing and Plumbing Standards Regulations 2000 (this legislation can be viewed on the Department's website or at www.legislation.wa.gov.au) e.g. unlicensed person carrying out plumbing work, failure to provide plumbing certification and/or drainage plumbing diagram, plumbing work not compliant to plumbing standards.

<input type="text"/>

2. Details of the conduct relative to the allegation

3. Indicate what evidence you have or you know exists:

Contract

Tax invoice(s)

Business documents e.g. business cards, advertising, etc

Photographs of plumbing work

Other – please describe

Should you require additional space, please set out further details in an attachment.

4. Declaration by applicant

I declare that the content of this form is true and correct to the best of my knowledge and belief.

Full name of applicant

Signature

Date

5. Lodgment

Submit completed form and any supporting documents:

In person at: The Building and Energy
Level 1, 303 Sevenoaks Street
Cannington WA 6107
Mon-Fri 8:30am–4.30pm

By post: (addressed to)
The Plumbers Licensing Board
c/o the Plumbing Inspectorate
Locked Bag 100

Email: plumberscompliance@dmirs.wa.gov.au
(signed and scanned copy of the form)

Fax: (08) 6251 2833
(20 pages max)

Please note no fees are applicable when lodging this complaint.