

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.

OFFICE USE ONLY

Date complaint received

Receipt no.

1. Complaint details

Complainant's personal details: owner/occupier/other

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

2. Plumber's details

Plumber's full name	
Licence number or permit holder number (found by searching www.lgirs.wa.gov.au or phoning 1300 489 099) – (If not licensed state 'Nil')	
Company name	
Work telephone/mobile	Email

3. Complaint details

Property or site where plumbing work completed:

Address	State and Postcode

Privacy Collection Notice: The personal information you provide will be used by the Department of Local Government, Industry Regulation and Safety (LGIRS) to investigate your plumbing work complaint in accordance with the relevant building services Acts and associated Regulations as defined or prescribed under s.3 of the *Building Services (Complaint Resolution and Administration) Act 2011*. View the full details of the Collection Notice: [Plumbing work complaints](#)

Property owner/occupier details: The same as complainant's details in section 1

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

Works carried out:

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

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. unlicenced person carrying out plumbing work, failure to provide plumbing certification and/or drainage plumbing diagram, plumbing work not compliant to plumbing standards.

2. Details of the conduct relative to the allegation

3. If this issue has been addressed by another agency, please provide details

4. Indicate what evidence you have or know exists:

- Contract
- Tax invoice(s)
- Business documents e.g. business cards, advertising, etc
- Photographs of plumbing work
- Correspondence with responsible plumber about the issue
- 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@lgirs.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.