**Independently Qualified Pool Inspectors Complaint Form – for Pool Owners**

You may use this form to make a complaint about an Independently Qualified Pool Inspector (Pool Inspector).

**PLEASE READ BEFORE COMPLETING THIS FORM**

The Ministry of Business Innovation and Employment (MBIE) cannot consider complaints regarding payment disputes, commercial or contractual disputes.

You must provide enough information to enable the complaint to be investigated.

Complaints may lead to pool inspector being disciplined but MBIE cannot award compensation or reparation.

Your complaint may relate to a person who is no longer a pool inspector provided the person was when the conduct occurred.

The completed form can be saved and emailed to: poolinspectors@mbie.govt.nz

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| ***Part 1: Your details (You cannot make an anonymous complaint.)*** |
| **Title:** | Click here and enter Title  |
| **\*Legal/Family Name:** | Click here and enter Legal/Family Name. |
| **\*Legal First/Given Names:** | Click here and enter Legal First/Given Names. |
| **Address:** |
| **Street Number & Name:** | Click here and enter Street Number & Name. |
| **Suburb:** | Click here and enter Suburb. |
| **City:** | Click here and enter City. |
| **Daytime Phone Number:** | Click here and enter Phone Number. |
| **Mobile Phone Number:** | Click here and enter Phone Number. |
| **Email Address:** | Click here and enter Email Address.  |

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| ***Part 2: When and where the inspection complained about was done (If applicable)***  |
| ***Date(s) inspection undertaken:*** | Click here to enter a date. |
| ***Street Address:*** | Click here and enter Street Address.  |
| **Suburb:** | Click here and enter Suburb. |
| **Town/City:** | Click here and enter City. |
| ***Are you the owner of this property:*** | [ ]  **Yes** | [ ]  **No** |
| ***Name of Owner (if not yourself):*** | Click here and enter Name. |
| **Owner’s Daytime Phone Number:** | Click here and enter Phone Number. |
| **Owner’s Mobile Phone Number:** | Click here and enter Phone Number. |
| **Owner’s Email Address:** | Click here and enter Email Address.  |

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| ***Part 3: Details of the Pool Inspector you are complaining about*** |
| **Pool Inspector Registration number****(*if known*):** | Click here and enter Registration number |
| **Title:** | Click here and enter Title  |
| **\*Legal/Family Name:** | Click here and enter Legal/Family Name. |
| **\*Legal First/Given Names:** | Click here and enter Legal First/Given Names. |
| **First name known as:** **(if different from above)** | Click here and enter Name. |
| **Company Name :(if applicable):** | Click here and enter Name. |
| ***Street Address:*** | Click here and enter Street Address.  |
| **Suburb:** | Click here and enter Suburb. |
| **Town/City:** | Click here and enter City. |
| **Daytime Phone Number:** | Click here and enter Phone Number. |
| **Mobile Phone Number:** | Click here and enter Phone Number. |
| **Email Address:** | Click here and enter Email Address.  |
| **Did you check the Pool Inspector register before engaging the Pool Inspector:** | [ ]  **Yes** | [ ]  **No** |



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| ***Part 4: Grounds for the complaint*** |
| ***Please provide as much detail as possible (including dates) about the problem or conduct you are complaining about. You may wish to refer to the ‘Grounds for Complaint’ detailed at the back of this form. Remember MBIE cannot deal with payment or contractual disputes.*** |

***NOTE: Please attach further details on a separate piece of paper if there is insufficient room above***

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| ***Part 5: Evidence to support your complaint*** |
| **Was there a written contract in place?** | [ ]  **Yes** | [ ]  **No** |
| ***Please detail any evidence you are able to provide to support your complaint.*** |
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| ***NOTE: Please clearly label are attach PDF copies of any evidential documents and/or photographs to support your complaint*** |

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| ***Part 6 Steps taken to resolve the complaint*** |
| ***Please detail what steps you have taken to resolve the complaint*** |
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| ***Part 7: Declaration*** |
| 1. I agree to all documentation relating to this complaint being released to all parties involved and declare that the information I have supplied in this form is true and correct. I understand it is an offence under the Building Act 2004 to provide false or misleading information
2. I am aware that all information I provide is subject to public release. If the Ministry receive a request for this material they will be required to consider its release, in whole or in part, in terms of the criteria set out in the Official Information Act 1982. The Act requires the information to be made available unless (1) it is considered that there is a good reason, under the Act to withhold the information; (2) that good reason out weights the desirability, in the public interest, of making the information available. The grounds for withholding the information are set out in the Official Information Act 1982.

(Please advise the Ministry in writing if you have any objection to the release of any of the information/evidence you have provided and the reasons you believe it should be withheld). |
| ***Signature: Date:*** |

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| ***Grounds for Complaint about a Pool Inspector*** |
| ***The matters about which you may make a complaint to MBIE include the following:**** ***The pool inspector has carried out an inspection in a negligent or incompetent manner***
* ***The pool inspectors conduct was unprofessional***
* ***The pool inspectors knowingly made false or misleading declarations or representations***
* ***The pool inspector has breached the code of conduct***
* ***The pool inspector was not registered.***
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