

Email: ccrmcomplaints@mbie.govt.nz with your complaint detail sheet and supporting documents.

Post your completed form and supporting documents to: Integrity and Enforcement Team, Attention: Building Retention Money Complaints, PO Box 5004, Victoria Street West, Auckland 1142.

Breaches of the retention regime complaint sheet

Breaches of the retention regime include:

- › failing to keep retention money in a separate bank account or provide a complying instrument
- › failing to use retention money only to remedy defects in the performance of obligations, or to give ten working days' written notice before using it to remedy defects
- › failing to keep proper accounting and other records of retention money
- › failing to provide reports to party B
- › providing false or misleading information to party B.

To assist MBIE in quickly assessing the validity of your complaint, the information you provide should include:

- › the name of the company/organisation who isn't complying with the retention regime
- › the breach they are making under the retention regime
- › any relevant supporting documentation (such as correspondence between you and the organisation you have a complaint against, and an itemised summary setting out your views).

Providing as much information as possible when submitting your complaint, will enable a quick assessment of it. If all the relevant information isn't provided, it may result in a delay. A representative from MBIE will contact you should they need additional information, or to clarify any of the information you have already provided.

You may wish to engage a lawyer to act on your behalf, but this is not required to raise a complaint.

Your complaint

Complete as many sections of our complaint form as you can and provide as much detail as possible about the alleged offending.

1. Who would you like to complain about?

Company/entity name

Company/entity number

Name

Address

Phone

Email

Summary of your complaint (Include dates, names and phone numbers of witnesses, and any other relevant information. Use additional paper if necessary.)

2. Supporting documents

To ensure your complaint is processed quickly, make sure you include all relevant supporting documents. We can't take any action until we receive these documents.

Documents you send through to our email at ccrmcomplaints@mbie.govt.nz must have a combined size of less than 50MB. If they're larger, you need to complete and print our complaint detail sheet. Post this, along with your supporting documents, to the address at the top of the complaint detail sheet.

3. Other information

If you have you filed the same complaint with any other agencies indicate them here:

Agency A: Agency name

Date(s) filed:

Agency B: Agency name

Date(s) filed:

4. Your details

Name

Address

Daytime phone

Email

By signing this complaint form, you certify that the information you provide is true and correct to the best of your knowledge and belief.

Your signature

Date / /