



Residential Building Work Complaint

You can use this form to make a complaint about the contractual requirements set out in the Building Act 2004.

Please read before completing this form

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

Upon receipt of this form the Ministry may make any necessary enquiries so that decisions can be made regarding this complaint. This may include the necessary disclosure of the information to third parties.

You can only complain about contracts entered into after 1 January 2015.

The completed form can be:

Emailed to:

Investigations@mbie.govt.nz

Sent to:

Investigations Team
Occupational Licensing
Consumer Protection and Standards
Ministry of Business, Innovation and Employment
PO Box 1473
Wellington 6140

PART 1: Your details

Title: (please circle one)	MR	MRS	MS	MISS
Surname:				
First Names:				
Company name: (if applicable)				
Street address:				
Suburb:				
Town/City:				
Postal address: (if different from above)				
Daytime phone number:	()			
Mobile phone number:	()			
Email address:				

PART 2: Details of the building contractor you are complaining about

(the person or company you contracted to carry out the building work)

Title: (please circle one)	MR	MRS	MS	MISS
Surname:				
First Names:				
Licence Number: (if applicable ie LBP number or EW number)				
Company name:				
Street address:				
Suburb:				
Town/City:				
Postal address: (if different from above)				
Daytime phone number:	()			
Mobile phone number:	()			
Email address:				

PART 3: Details of contract entered into

(either an actual signed contract, or details of work carried out)

Date contract signed: (if applicable)	
Date(s) work undertaken:	
Was a contract signed?: (please circle one)	Yes (please attach) No Don't know
What was the total value of the work undertaken?: (please circle one)	\$
Did you receive a disclosure statement before entering into the contract?: (please circle one)	Yes (please attach) No Don't know
Did you receive the prescribed checklist before entering into the contract?: (please circle one)	Yes (please attach) No Don't know
Did you receive the prescribed information at the conclusion of the work?: (please circle one)	Yes (please attach) No Don't know
Property details of where the work was carried out:	
Street address:	
Suburb:	
Town/City:	

PART 6: 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.
2. I am aware that all information I provide is subject to public release. If the Ministry receives 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; and (2) that good reason outweighs the desirability, in the public interest, of making the information available. The grounds for withholding information are set out in the Official Information Act 1982.

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Signed Date

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Please print and sign above