

Formal complaints

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If you are unable to resolve your problem by other means, you could consider applying to us for a determination or making a formal complaint.

[Determinations \(https://www.building.govt.nz/resolving-problems/resolution-options/determinations/\)](https://www.building.govt.nz/resolving-problems/resolution-options/determinations/) explains what you can apply about and how to apply.

You might be able to complain to us about:

- a building consent authority (<https://www.building.govt.nz/resolving-problems/resolution-options/formal-complaints/complain-about-a-building-consent-authority/>)
- a building contractor (<https://www.building.govt.nz/resolving-problems/resolution-options/formal-complaints/complain-about-a-building-contractor/>)
- a licensed building practitioner (<https://www.building.govt.nz/resolving-problems/resolution-options/formal-complaints/complain-about-a-building-practitioner/>)
- a person doing or supervising restricted building work without a licence (<https://www.building.govt.nz/resolving-problems/resolution-options/formal-complaints/complain-about-rbw-done-without-a-licence/>)
- a building practitioner with other qualifications that enable them to do or supervise restricted building work (<https://www.building.govt.nz/resolving-problems/resolution-options/formal-complaints/complain-about-a-non-lbp-permitted-to-do-rbw/>)

Other resolution options

If your building practitioner is not licensed or connected to any trade or professional body you will have to look at options other than making a complaint (for example, pursuing the matter through your contract, the Disputes Tribunal or the courts).

[Resolution options \(https://www.building.govt.nz/resolving-problems/resolution-options/\)](https://www.building.govt.nz/resolving-problems/resolution-options/) includes dispute resolution, activating your consumer rights, contracts, Disputes Tribunal and the courts.

[Contact us \(https://www.building.govt.nz/about-building-performance/contact-us/\)](https://www.building.govt.nz/about-building-performance/contact-us/) if you are unsure about what to do next.



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- with compliance with the Building Act, it is published under section 175 of the Building Act
- with a Weathertight Services claim, it is published under section 12 of the Weathertight Homes Resolution Services Act 2006.