



## 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.dmirs.wa.gov.au](http://www.dmirs.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**

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

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

**Works carried out:**

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

**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](http://www.legislation.wa.gov.au)) e.g. unlicensed person carrying out plumbing work, failure to provide plumbing certification and/or drainage plumbing diagram, plumbing work not compliant to plumbing standards.

<input type="text"/>
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2. Details of the conduct relative to the allegation

3. Indicate what evidence you have or you know exists:

Contract

Tax invoice(s)

Business documents e.g. business cards, advertising, etc

Photographs of plumbing work

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@dmirs.wa.gov.au](mailto:plumberscompliance@dmirs.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.***