

Form for a Complaint about a Building Consent Authority

Use this form to make a complaint about a building consent authority.

PART A: YOUR DETAILS

Title:

Given names:

Family name:

PART B: YOUR CONTACT DETAILS

Postal address:

<input type="text"/>	<input type="text"/>
<small>SUBURB/TOWN</small>	<small>COUNTRY</small>

Telephone number:

Email address:

PART C: WHO IS YOUR COMPLAINT AGAINST?

What is the name of the council or private building consent authority that you would like to make a complaint against?

What are the contact details?

On what date did you notify the council or private building consent authority of your complaint?

What is the name of the person you spoke to or wrote to about your complaint?

PART D: -GROUNDS FOR THE COMPLAINT

Please tick one or more boxes

- Applying for Project Information Memoranda
- Assessing, processing, and granting building consents
- Issuing documents such as code compliance certificates, compliance schedules, and notices to fix
- Conducting inspections of building work
- Providing building consent applications to and receiving advice from the New Zealand Fire Service Commission
- Collecting the building levy
- Something else (please specify)

PART E: WHAT IS YOUR COMPLAINT ABOUT?

What happened?

Who was involved?

When did it happen?

IMPORTANT NOTE:

- Please provide as much detail as possible (including dates) about the nature of and context to your complaint.
- Please attach further details on a separate piece of paper if more room is required.

PART F: SUPPORTING INFORMATION AND EVIDENCE

Please list any supporting material you are sending with your complaint (eg, copies of correspondence you have previously sent or received about the complaint and any pictures or reports you may have to support your concerns).

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Please send copies of materials to support your complaint. Please only send copies as the Ministry of Business, Innovation and Employment (MBIE) will not return documents.

IMPORTANT NOTE:

- Please attach copies of any evidential documents and/or photographs to support your complaint.

PART G: STEPS OR ACTIONS TAKEN TO RESOLVE COMPLAINT

What steps, if any, have you taken already to try and fix the problem or resolve your complaint?

What has been the building consent authority's response?

PART H: WHAT OUTCOMES DO YOU WANT TO SEE?

What outcome(s) would you like to see as part of the resolution?

IMPORTANT NOTE:

Please be advised that as an outcome of our enquiries into your complaint MBIE has no power to require a Council, as a building consent authority, to do the following:

- *Compensate you financially / reach a financial settlement with you*
- *Award costs against a Council.*

PART I: PERMISSION TO NOTIFY

By signing this form you give MBIE permission to use the information contained on this form to initiate our preliminary enquiries.

MBIE may need to share information provided on this form with the council concerned in order to fully investigate your complaint. This way MBIE can ensure the full specifics of your complaint are put to the council concerned. If you do not provide permission, MBIE will need to discuss with you the options for addressing your complaint. This may include not progressing the complaint.

OFFICIAL INFORMATION ACT 1982

The information you provide with your complaint will be subject to the provisions of the Official Information Act 1982, which applies to information held by agencies such as government Ministries.

PRIVACY STATEMENT AND DISCLOSURE OF INFORMATION

The privacy of information relating to you is governed by the Privacy Act 2020. The information MBIE collects and holds about you will be used to:

- communicate with you about your complaint
- communicate with the building consent authority that you are making a complaint about, and
- support the achievement of a satisfactory outcome(s) to your complaint.

The information about you will be collected directly from this application form and from any documents that you submit with this form. We will need to discuss your complaint with the building consent authority that you are making the complaint against.

MBIE will endeavor to ensure that the personal information we collect, store and use is accurate, complete, and up to date. Prompt notification of any changes to your personal contact details will help us do this. We will also endeavor to protect your personal information from misuse or loss and from unauthorised access, modification or disclosure in accordance with the Privacy Act.

Under the Privacy Act you are entitled to have access to, and request correction of, any personal information held by us. If you have any queries about privacy of information or wish to access any personal information held by us, please contact:

Building System Assurance
Te Whakatairanga Service Delivery
Ministry of Business, Innovation and Employment
PO Box 1473
Wellington 6140

If any of the information requested on the form (or as part of the complaints process) is not provided, it may delay the resolution of your complaint.

PART J: DECLARATION

In signing this form I / we:

Certify that all information supplied in this application is true, correct and complete in every respect and understand that if it is not true, correct and complete this complaint may be declined by the Ministry.

Please review all sections carefully prior to signing this form.

Signature:

Date:

Once completed the form can be printed and sent to MBIE's Building System Assurance team with all relevant supporting information (eg documents) and evidence.