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**Initial Complaint form**

**Please note that the Master Plumbers guarantee primarily covers substandard workmanship by a Master Plumbers member. It does not extend to disputes regarding pricing which should be referred to the Disputes Tribunal.**

**Your details**

Name:

Street Address:

Phone:

Mobile:

Email:

**Details of Master Plumber member (please add in as much as you can)**

Name of company or sole trader:

Street address:

Phone:

Mobile:

Email:

**Details of property**

What address was the work done at (same as above or different)?

Do you own this property?

Do you live in it or rent it?

Has any other relevant work been carried out by any other person or company at this address? If so, what and when?

**Summary of work**

Who arranged for the work to be done? Was it you or someone else?

When was it done?

How much did the work cost?

Have you paid for it?

Describe what the issue is:

What else have you done about this issue? i.e. have you spoken to the plumber or taken any other action?

How do you believe this could be resolved, i.e. what is your preferred outcome?

If investigation is required, I agree to all documentation relating to this claim being released to all parties involved. I declare that the information I have supplied in this form is true and correct.

Name:

Signature:

Date:

**This information is being collected so that we can make an initial assessment of your complaint to see whether we can assist you. We may contact you to clarify any of the information provided and will then be in touch to advise what will happen next.**

**Please email this completed form, together with any quotes, invoices and supporting photos, to complaints@masterplumbers.org.nz**