



You can use this form to make a complaint about any registered or unregistered person carrying out prescribed electrical work as defined in the Electricity Act 1992. See the back of this form for additional information.

Please read before completing this form:

- You must provide enough information to enable the complaint to be investigated.
- Disputes regarding billing (e.g. overcharging), customer service or other commercial matters **CANNOT** be considered by the EWRB

Please send the completed form and attachments to:
ewrb@mbie.govt.nz

Or post to: Electrical Workers Registration Board
PO Box 1473
Wellington 6140

PART 1: YOUR DETAILS

Title Mr Mrs Miss Ms Other

First Name Last Name

Company Name (if applicable)

Street Address

Postcode

Postal Address (if different from above) Postcode

Daytime phone Mobile

Email

PART 2: DETAILS OF THE PERSON YOU ARE COMPLAINING ABOUT

Title Mr Mrs Miss Ms Other

First Name Last Name

Electrical Worker Registration Number (if known)

Company Name (if applicable)

Street Address

Postcode

Postal Address (if different from above) Postcode

Daytime phone Mobile

Email

PART 3: THE WORK BEING COMPLAINED ABOUT

The work complained of was done at:

Street address:

Postcode

Contact person for property

Are you the owner or the occupant of the property? Owner Occupant Neither

Daytime phone Mobile

Email

When was the work complained about done? Start date: / / End date: / /

What date was the work found to be unsatisfactory? / /

Did you receive a Certificate of Compliance? Yes No If yes, what date did you receive it? / /

(If yes, please provide a copy)

PART 4: DETAILS OF THE COMPLAINT

Please provide as much detail as possible about the electrical work you are complaining about. Additional information such as photographs or documents must be clearly labelled and attached to the end of this form.

Attach additional sheets if necessary

PART 5: WITNESSES

A witness is anyone (other than you) who observed the work being carried out and/or realised the finished work was unsatisfactory. If there was more than one witness, please attach their details.

Title	<input type="checkbox"/> Mr	<input type="checkbox"/> Mrs	<input type="checkbox"/> Miss	<input type="checkbox"/> Ms	<input type="checkbox"/> Other	<input type="text"/>
First Name	<input type="text"/>				Last Name	<input type="text"/>
Electrical Worker Registration Number (if applicable)	<input type="text"/>					
Company Name (if applicable)	<input type="text"/>					
Street Address	<input type="text"/>					
	<input type="text"/>				Postcode	<input type="text"/>
Postal Address (if different from above)	<input type="text"/>				Postcode	<input type="text"/>
Daytime phone	<input type="text"/>			Mobile	<input type="text"/>	
Email	<input type="text"/>					

PART 6: ADDITIONAL PAGES ATTACHED TO THIS FORM

Type of attachment	Number of pages:
<input type="text" value="eg. Photographs of the work"/>	<input type="text" value="eg. 10"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

7. DECLARATION

- All information you provide will be subject to public release. If we (the EWRB) receive a request for this material we 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 us to make the information available unless: (i) we consider that there is good reason, under the Act, to withhold the information; and (ii) 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.
- Please advise the Registrar if you have any objection to the release of any materials and, if you do object, the specific material that you would wish to be withheld, and the grounds for withholding. The EWRB will carefully review any representations that you make in this regard in considering any requests that might be received for release of this material. You should note, however, that the decision to release rests with the EWRB. Any decision to withhold information is subject to appeal to the Ombudsman.
I agree to all documentation relating to this complaint being released to all parties involved.

Signature

Date / /

MAKING A COMPLAINT

Who can you make a formal complaint about?

You can make a complaint about an authorised electrical worker, when a disciplinary offence has occurred. An authorised electrical worker is one who is registered and/or licensed.

You can also make a complaint about a person who is not registered and/or licensed to do prescribed electrical work. Prescribed electrical work is defined in the Electricity Act 1992.

What can you make a formal complaint about?

You can make a complaint about anyone who does prescribed electrical work, provided it meets the criteria set out below.

A disciplinary offence is electrical work:

- done in an incorrect, negligent or incompetent way
- does not meet the requirements of the appropriate regulations or standard
- where unsafe fittings were installed
- that is unsafe or fittings were concealed
- where documents such as Certificates of Compliance were not given
- where unqualified workers were allowed to do electrical work
- where the worker was not authorised to do the work. This means that their registration and/or licence does not authorise them to do the work.

What can't you make a formal complaint about?

The complaints process does not cover things like billing (e.g. overcharging) or damage to property. These are not disciplinary offences that fall under the jurisdiction of the EWRB. If you have this type of complaint, you could contact your local Citizens Advice Bureau, the Disputes Tribunal, or Ministry of Consumer Affairs.

What happens to your complaint?

Your complaint will be reviewed by the Registrar to see whether it

- is complete
 - › If the Registrar considers your complaint incomplete it will be sent back to you for further information. An incomplete complaint cannot be investigated.
- falls under the EWRB's jurisdiction
 - › If the complaint does satisfy these categories it will be referred to the EWRB for investigation.
- is deemed to be frivolous or vexatious
 - › If the registrar considers your complaint frivolous or vexatious (Section 144 (4) of the Electricity Amendment Act 2006) no further action will be taken.

Please return this form: ewrb@mbie.govt.nz or
Electrical Workers Registration Board,
PO Box 10156, Wellington 6143, New Zealand

[New Zealand Government](#)

For more help, call our helpline on 0800 661 000 between 8 am and 5 pm Monday to Friday or email info@ewrb.govt.nz.

Privacy Notice: Any personal information submitted on this application will be kept and maintained by the Electrical Workers Registration Board ("the EWRB") in accordance with the New Zealand Privacy Act 1993. Personal information submitted will be used by the EWRB for determining whether applications for registration as an electrical worker or practicing licences may be granted, and for the maintenance and administration of the Electrical Workers Register. You may request access to see any information held about you and where that information is inaccurate, ask for it to be corrected.