

SOUTH ISLAND IQP REGISTRATION PANEL

(Independent Qualified Persons)

PO Box 522

Timaru 7940

Phone: 03 687 7200

Fax 03 687 7209

Complainant Guidance

Guidance for complainants making a complaint about an Independently Qualified Person (IQP) to the South Island IQP Panel

Why are you making the complaint?

Do you believe an IQP has undertaken work or acted in a way that warrants a complaint to the IQP Panel?

These are the main reasons that you might consider making a complaint are:

- The IQP has been convicted of an offence punishable by imprisonment.
- The IQP has breached the South Island IQP Panels Code of Conduct for IQPs.
- The IQP has carried out IQP work that you believe the person is not approved to carry out
- You believe the IQP has provided a false or misleading building warrant of fitness.
- You believe the IQP has provided a false or misleading information, or a false statement to owners, a territorial authority, or any other person or organisation.
- You believe the IQP has contravened any of the provisions of the Building Act 2004 and associated Regulations in respect of compliance schedules, building warrants of fitness (BWOFS) or in the issuing of a Form 12A.
- Any other work/processes/behaviour that you believe would make the IQP unfit to be an IQP.

If you are unsure whether your concern warrants a complaint, you are advised to contact your local council and discuss the issue.

Is the IQP registered?

You can only make a complaint to the South Island IQP Panel if the IQP is currently registered. You can check this by viewing the register at [South Island IQP Register](#). If the IQP is not registered, please take the matter up immediately with your local council and possibly the police, the South Island IQP Panel can only receive complaints in relation to currently registered IQP's.

Does the complaint relate to a specific location or does it affect multiple locations?

- If it is a single location, please make sure to complete the owner details of the complaint form.
- If it relates to multiple locations, please include a summary of the locations and also attach a more detailed description and complaints for each location.

What is the complaint?

The information you provide to make complaint is critical. The more accurate and detailed information you can provide, the better, as the IQP you are making a complaint against will have an opportunity to respond to your claims. Some of the things to consider including are:

- What is the complaint (refer to the first paragraph)?
- How serious do you consider the complaint to be?
- How urgent do you think the complaint needs to be addressed?
- Has there been prior conduct from the same IQP that you are aware of?
- Time and dates of each allegation.

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- Actions the IQP allegedly did or did not undertake.
- How the IQP's actions directly and indirectly affected you.
- How the IQP's actions have caused issues with third parties (such as council issuing a notice to fix)?
- Has/how the IQP affected the operation of a specified system?
- Have you had to employ other IQP's to correct/undertake their work?
- Is there enough evidence in support of your complaint?

Evidence to support the complaint

This is the documentation/photos to support the complaint you are making

Evidence can be any of the follow (this is not a complete list):

- Copies of correspondence.
- Photographs (Preferably with time, date and GPS location information).
- Form 12 (Warrant of fitness) and Form 12As (Certificate of compliance with inspection, maintenance, and reporting procedures).
- Reports (by the IQP/Other IQP's/Third Parties).
- Notices/Fines.
- Witness accounts, or personal accounts, in support of your complaint.
- Steps you have taken to resolve the issue prior to the complaint
 - What was the timeline of the resolution attempt(s)?
 - What agreement(s) were made and what work or steps were undertaken in light of those agreements.
 - How was attempt(s) at resolution received by you and the respondent.

Witnesses

If you have any witnesses who can collaborate your complaint, and they consent to being a witness for the complaint, you may include their details and how they are a witness such as:

- They observed the IQP and the conduct alleged against the IQP.
- They were directly affected by the IQP's actions.

The witnesses accounts need to be relevant to the complaint.

Attachments

In submitting your complaint, please ensure that all attachments have been added. An attachment may comprise of:

- Photos (Preferably with time, date & GPS location information).
- Extra pages.
- Statements.
- Evidence.
- Copies of fines.
- Copies of correspondence.

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DECLARATION

Fully read the declaration before signing, it is important you understand that this complaint may have serious consequences, and that the South Island IQP Panel cannot accept anonymous complaints.

SUBMISSION

Submit the complaint either via email to iqpenquiry@timdc.govt.nz, hand it in personally to the Timaru District Council or you can mail it to;
South Island IQP Register
C/- Timaru District Council
PO Box 522
TIMARU 7940

WHAT HAPPENS NEXT

Once you have submitted the complaint it will then be managed as outlined in the complaint's procedures. Please review the complaints procedure so that you understand how the full process will be managed.
If the complaint is upheld you will be as