

VBA

Plumbing Complaints

If you have a complaint about a plumber or plumbing work, please complete this form.
The information you provide will assist the Victorian Building Authority (VBA) to assess your complaint.
Please note that if sufficient information or documentation is not provided, the VBA may be unable to progress your application.

1) Your details

First name

Middle name

Surname

Phone number

Mobile number

Fax number

Email address

Street address

Postcode

2) Do you have details of the practitioner who undertook the plumbing work?

Yes - please provide details below.

No - refer to Question 3.

First name

Middle name (if known)

Surname

Plumbing practitioner's licence/registration number (if known)

Name of company (if known)

Street address of practitioner/company (if known)

Postcode

Email address (if known)

Mobile number (if known)

3) If you did not engage the plumber yourself, provide details of who did?

First name

Middle name (if known)

Surname

How are they relevant to the engagement of the practitioner (i.e. previous owner, builder, Owners Corporation)

Name of company (if known)

Street address (if known)

Postcode

Email address (if known)

Mobile number (if known)

4) Address where the plumbing works were carried out.

Street address

Postcode

5) What is the complaint about?

Defective plumbing work

Life safety issue (gas leak, sewer spill, carbon monoxide)

Compliance certificate

Unlicensed/Unregistered work

Other

6) Status of plumbing work (Please select one).

In progress

Completed

Provide date of completion

7) Type of construction (please select one)

Residential

Commercial

8) Was a compliance certificate issued?

Yes - provide compliance certificate number below.

What is the compliance certificate number?

No - provide us with a copy of the invoice.

9) What is this complaint about? Provide us a detailed summary.

10) Assessment Checklist (Yes/No as applicable).

The VBA requires that you provide any evidence you possess in support of your complaint that plumbing work does not comply with the plumbing regulations. Please confirm that you have provided the following, if available:

Compliance Certificate

Invoice

Proof of Payment

Independent Report

Photographs/CCTV Footage of work in question

Have you made contact with the plumbing practitioner? Provide copies of correspondence

If this complaint is in relation to defective plumbing work, are you willing to have the plumber return to rectify? If not, why?

By ticking this box you confirm that the information submitted in this form is true and accurate.

Please complete this form and email to: customerservice@vba.vic.gov.au