



Plumbing newsflash number 448

Online complaint/feedback facility

Purpose

To advise a new plumbing online complaint and feedback facility is now available.

Background

This new online service will allow licensees to provide feedback to the Department of Infrastructure and Planning about technical standards and legislative provisions. It will also allow the public to make complaints to the Plumbing Industry Council (PIC). This will assist the PIC to monitor the plumbing industry.

The PIC is an independent statutory body that works to protect public health and safety, and the environment, through Queensland's plumbing and drainage licensing system. The PIC investigates complaints relating to unlicensed work and work performed by licensees.

Following investigation, the PIC may take disciplinary action against a licensee which could require the licensee to rectify defective work.

The PIC also has the authority to impose conditions, suspend or cancel a licence.

The new online facility will enable the public to make anonymous complaints to the PIC for actioning by PIC investigators.

Licensees are also encouraged to provide feedback about technical standards to help the department to maintain and improve the quality of our plumbing laws.

To access the facility please visit: <http://www.dip.qld.gov.au/our-services/plumbing-industry-council.html>

Contact for further information

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