

As a profession, engineers have set themselves standards. It's our role to make sure they're upheld. If you have concerns about an engineer, use this form to let us know your situation.

### First steps

1. Check the [register online](#) to see whether the engineer you're concerned about is a Chartered Professional Engineer or a member of IPENZ. If they're not, IPENZ has no jurisdiction over them.
2. Consider whether your concerns are something we can help you with. We can help you resolve concerns about:
  - the quality of the engineer's work
  - the engineer's conduct and behaviour.

We cannot help you resolve:

- commercial or contractual disputes
- fees and payment disputes
- employment disputes
- concerns about a firm or organisation - we can only look at individuals.

We cannot help you achieve compensation or reparation.

3. Raise your concerns directly with the engineer first.

### What's next?

If you haven't been able to resolve your concerns directly with the engineer, your next step is to get in touch with us to discuss your concerns. Use this form to give us all the information we need to review your concerns. You can either send it by email to [concerns@ipenz.org.nz](mailto:concerns@ipenz.org.nz) or by post to:

Enquiries and Concerns  
IPENZ  
PO Box 12 241  
Wellington 6144

If you need some help completing this form, or if you have any questions about how we use your information, give us a call on +64 4 460 3571.

### Your details

Title:

First name:

Last name:

Company (if relevant):

Address:

Phone:

Email:

I am raising concerns about the engineering services provided to me:

I am raising concerns about engineering services I have observed  
or have knowledge about but I am not a directly affected party:

### Engineer's details

Title:

First name:

Last name:

Company (if relevant):

Address:

Phone:

Email:

Is the engineer a Chartered Professional Engineer?

Is the engineer a member of IPENZ?



*If you are unsure whether the engineer is a Chartered Professional Engineer or a member of IPENZ, you can check the [register online](#)*

### Your concerns

Tell us what happened and what your concerns are, in as much detail as you can give us, including when and where it happened. Please note we will provide this information to the engineer you are raising concerns about so they have an opportunity to give us their perspective.

Who else was involved?

How did it impact on you or others?

If the events occurred more than two years ago, what prompted you to raise your concerns now?

### Your concerns continued

Have you discussed your concerns directly with the engineer involved?

If yes, tell us what happened when you raised your concerns with the engineer:

If no, tell us why not. Would you be open to talking to him or her about your concerns with our help?

Have you taken, or are you taking, any other steps to resolve your concerns (including legal action)?

If yes, what was/is that action?

### Who else was involved?

Are there other people who can help us with any enquiries we may make? This could be anyone who observed the conduct you are concerned about or who was party to any discussion about it. We may contact these people for further information.

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#### Contact person 1

**Name:**

**Phone:**

**Email:**

**Does this person know you are raising concerns with IPENZ?**

**How may this person be able to help us?**

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#### Contact person 2

**Name:**

**Phone:**

**Email:**

**Does this person know you are raising concerns with IPENZ?**

**How may this person be able to help us?**

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#### Contact person 3

**Name:**

**Phone:**

**Email:**

**Does this person know you are raising concerns with IPENZ?**

**How may this person be able to help us?**

### Other information

Supply any supporting documentation that may help us to resolve your concerns. This might include:

- Copy of any contract
- Relevant reports
- Correspondence
- Photos
- Statements from other people involved

### Resolution/outcome

What do you want to achieve by raising these concerns with us and what would resolve this matter for you?

### Declaration

I agree to all documentation relating to this complaint being shared with the engineer in question and any other parties involved where necessary for the resolution of my concerns.

I declare the information I have supplied in this form is true and correct to the best of my knowledge and belief.

I am aware that IPENZ is subject to the Privacy Act 1993 and information may only be collected, used, stored and disclosed in accordance with that Act.

I am aware that I can request the correction of my personal information and that I can contact IPENZ if I have questions about the personal information I am providing.

Printed name:

Signed: \_\_\_\_\_

Date:

Send your completed form and any supporting documentation to [complaints@ipenz.org.nz](mailto:complaints@ipenz.org.nz) or post to:

**Enquiries and Concerns**  
**IPENZ**  
**PO Box 12 241**  
**Wellington 6144**