

# Guiding you through the complaints process

April 2015

*Under the provisions of the Architects Act 2003, the NSW Architects Registration Board is obliged to investigate complaints against the professional conduct of an architect. If you are unhappy with the services provided by your architect, the first thing you should do is talk to your architect to try and resolve these issues.*

Complaint submitted to the Board:

- Talk to the Registrar for advice - check whether the matter is within the Board's jurisdiction
- Read through the *NSW Architects Code of Professional Conduct and Information Sheet 4 - Complaint against an Architect*
- Set out your complaint in writing, in chronological order. Make sure you include all supporting evidence. This can be ordered by setting up folders for Appendices.
- Submit on USB.

Complaint is acknowledged by the Board within 5-7 days

Architect directed to respond within 28 days

Architect's response forwarded to Complainant for comment.  
Response required in 14 days

Complainant's response received. Sent to Architect for comment on issues raised. Response required in 14 days.

Board's complaints committee considers the complaint and may seek further information before providing advice to the Board. The Complaints Committee comprises 3 Board members; 3 Board members; legal practitioner member, an architect and a non architect member.

*Dismiss the complaint*

Board makes decision

*Find the complaint*

Board dismisses the complaint. Statement of Determination outlining Board's considerations is forwarded to both parties

Statement of Determination and proposed orders are sent to Architect. The Architect has 28 days to make a submission in response

Complainant may apply to the NSW Civil Administrative Tribunal (NCAT) for review of the Board's decision

Board makes final decision

Board considers any submission from the architect

*Architect found guilty of unsatisfactory professional conduct*

*Architect found guilty of professional misconduct*

Decision placed on Register of Disciplinary Actions on website

Architect may appeal to NCAT for review of Board determination

Matter may be referred to NCAT for action

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