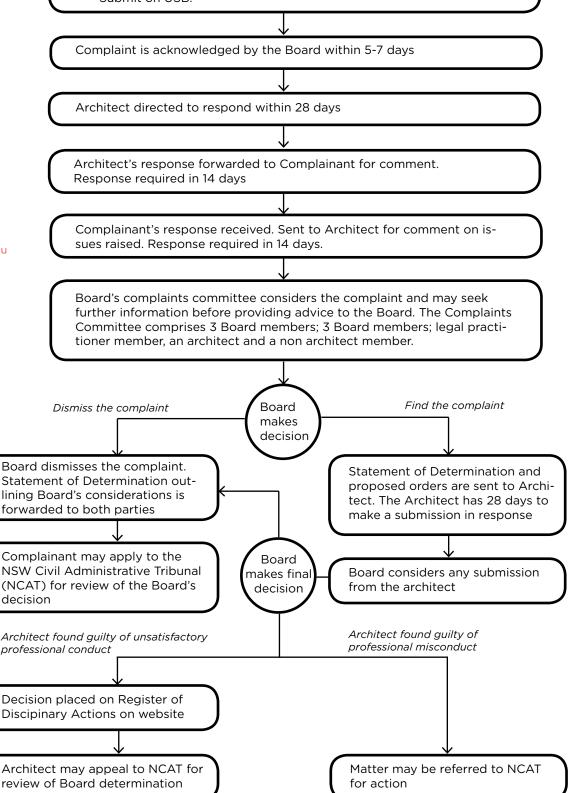
## Guiding you through the complaints process

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.





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