

Guiding you through the complaints process

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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.

If you're thinking of lodging a complaint with the Board, make sure you talk to the Registrar for advice and to check whether the matter is within the Board's jurisdiction. You should also read through the NSW Architects Code of Professional Conduct and Information Sheet 4 - Complaint against an Architect

