

NSW ARB Policy

INTERNAL REVIEW OF DECISIONS BY, AND COMPLAINTS ABOUT, NSW ARB EMPLOYEES

The processes implemented by the NSW Architects Registration Board (the 'NSW ARB') are transparent and include means for internal review if a member of the public, or an architect, seeks the review of a decision by, or wishes to make a complaint about, a NSW ARB employee. This policy outlines the process for internal review. It does not extend to decisions made by the Board under the [Architects Act 2003](#).

Internal review of a decision by, or complaint about, a NSW ARB employee

A member of the public, or an architect, may request an internal review of a decision made by a NSW ARB employee, or make a complaint about a NSW ARB employee, in writing to the Registrar. The Registrar will

- acknowledge the request or complaint in writing within 5 working days of receipt
- review the matter with regard to relevant supporting material
- have regard to the NSW ARB Code of Conduct for Board Members and Employees
- endeavour to complete the review and advise the outcome within 20 working days of receipt. If that is not possible, the Registrar will contact the complainant prior to this time and explain why.

Internal review of a decision by, or complaint about, the Registrar

A member of the public, or an architect, may request an internal review of a decision made by the Registrar, or make a complaint about the Registrar, in writing to the Board President c/o mail@architects.nsw.gov.au. The Board President will

- acknowledge the request or complaint in writing within 5 work days of receipt
- discuss the matter with NSW ARB staff such as the Senior Lawyer, Regulation and Compliance and/or the Registrar if appropriate
- review the matter with regard to relevant supporting material
- have regard to the NSW ARB Code of Conduct for Board Members and Employees
- liaise with the Board Legal Member
- prepare a draft response for review by the Board at the next Board meeting
- endeavour to complete the review and advise the outcome within 20 working days of receipt. If that is not possible, the President will contact the complainant prior to this time and explain why.

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