

**NZRAB Complaint Form:   
Where what is alleged occurred on or after 1 January 2018**

This form is intended to assist people laying complaints against architects.

Once your complaint is received, a copy will be sent to the architect who will be asked to respond. Then your complaint and the architect’s response will be referred to an Investigating Committee that will look into the matter.

(*The boxes below will expand to accommodate whatever you write).*

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| **1 Your name.** |

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| **2 Your contact details.**  Postal address.  Courier address, if different from that above.  Email address.  **(Please note that the NZRAB will contact you mainly by email)**  Landline.  Mobile. |

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| **3 Name of the Registered Architect or former Registered Architect who you want to lay a complaint against.**  *……………………………………………………………………………..*  *You can check whether a person is or was a Registered Architect at* [*www.nzrab.nz/Search*](http://www.nzrab.nz/Search) |

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| **4 What are you alleging?**  Complaints must be based on a breach(s) of the Registered Architects Act 2005, Section 25. | **Yes** | **No** |
| That the architect has breached the code of ethics? (see the Architects Code of Ethics below) | - | - |
| That the architect has been negligent or incompetent? | - | - |
| That the architect has: (i) been convicted, whether before or after he or she is registered, by any court in New Zealand or elsewhere of any offence punishable by imprisonment for a term of 6 months or more; and (ii) the commission of the offence reflects adversely on the person’s fitness to carry out the work of a registered architect. | - | - |
| That the architect has, for the purpose of obtaining registration (either for himself or herself or for any other person), —  (i) either orally or in writing, made any declaration or representation knowing it to be false or misleading in a material particular; or  (ii) produced to the Board or made use of any document knowing it to contain a declaration or representation referred to in subparagraph (i); or  (iii) produced to the Board or made use of any document knowing that it was not genuine. | - | - |

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| **5** **If you are alleging that the architect has practised in a negligent or incompetent manner, please list the specific action(s) or omission(s) that you believe were negligent or incompetent.**  **List**  **Please also explain why you believe these actions or omissions were negligent or incompetent and attach relevant evidence that supports your allegations, such as contracts, emails, invoices, plans etc. At the front, please include an index of your various attachments.** |

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| **6** **If you are alleging the architect has beached the Architects’ Code of Ethics, please list the ethical standard(s) that you believe the architect breached** (see the Architects Code of Ethics below).  **List**  **Please explain how the architect breached the Architects’ Code of Ethics that you have listed and attach relevant evidence that supports your allegations, such as contracts, emails, invoices, plans etc. At the front, please include an index of your various attachments.** |

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| **7 What impact have these events had on you?** |

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| **8 Chronology – please provide a timeline of what happened** | |
| **Date** | **Event** |
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**Signed: ……………………………… Date: ……………………..**

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| **Consultation** | **Yes** | **No** |
| To help the NZRAB do better, in the future would you agree to being consulted about any proposed changes to the NZRAB’s procedures? If you agree, your name and email address will be placed on a NZRAB contact list for future use. |  |  |

Please keep a copy of all complaint documents and this form.

***Delivery options for complaint form and evidence:***

***1 Email to*** [***info@nzrab.org.nz***](mailto:info@nzrab.org.nz) ***or a share link or***

***2 Courier to NZRAB, I Centre, Level 8, 50 Manners Street, Wellington***

***For more information call 04 471 1336.***

*NZRAB use*

Date received:

NZRAB Complaint No:

**Code of Minimum Standards of Ethical Conduct for Registered Architects**(Source: Registered Architects Rules 2006, part 3, applicable from 1 January 2018)

**46. Uphold the law**A registered architect must abide by the laws and professional codes of ethics and conduct in force in the countries and jurisdictions in which the architect performs professional activities.

**47. Honesty and fairness**  
A registered architect must perform the architect’s professional activities with both—

1. honesty; and
2. fairness.

**48. Professional judgement**  
A registered architect must exercise unprejudiced and unbiased professional judgement.

**49. Skill, care, and diligence**(1) A registered architect must perform the architect’s professional activities with reasonable skill, care, and diligence.

(2) A registered architect who becomes aware that the architect’s professional advice has not been followed, and considers that a failure to follow that advice may lead to significant harm, damage, or financial loss, must advise the recipient of the advice of the potential consequences.

**50. Obligations to report on risk**If a registered architect has reasonable grounds to believe that an architectural matter with which the architect is professionally involved could put the safety of any person at risk, the architect must bring the matter to the attention of the appropriate person or authority.

**51. Misrepresentation**A registered architect must not represent or promote the architect’s capability, business, or professional services and activities in a false, fraudulent, misleading, or deceptive manner.

**52. Conflicts of interest**A registered architect must—

1. avoid any significant conflict of interest; or
2. manage any significant actual or potential conflict of interest and disclose it to all relevant parties.

**53. Abuse of authority**A registered architect must not abuse the architect’s professional authority.

**54. Malicious criticism**  
A registered architect must not maliciously or in bad faith criticise or attempt to discredit another registered architect or another registered architect’s practice.

**55. Conflicts of professional appointment**  
If a registered architect, acting in the architect’s own capacity or representing a practice, is approached to provide professional services in relation to a project, and the architect knows that another registered architect has a current agreement for services for that project, the architect must notify the other registered architect.

**56. Remuneration and inducements**A registered architect, in respect of the architect’s professional activities,—

1. must be remunerated solely by the fees and benefits specified in the architect’s written terms of appointment or employment agreement; and
2. must not offer or accept any significant inducement that creates, or may create, a conflict of interest; and
3. must not offer any significant inducement to procure an agreement for services or gain an unfair advantage.

**57. Professional reputation**A registered architect must—

1. build the architect’s professional reputation on the merits of the architect’s own performance; and
2. acknowledge the contributions of others to projects where those contributions are significant.

**58. Competence**  
A registered architect must—

1. actively maintain the currency of the architectural knowledge and skills that are relevant to the architect’s work; and
2. perform only architectural work for which the architect is competent, or obtain appropriate support to ensure that the work is completed to a competent standard; and
3. if the architect tasks others to do architectural work, ensure that their work is appropriately supervised so that the work is completed to a competent standard.

**58A. Terms of appointment**(1) A registered architect must provide professional services only if—

1. written terms of appointment appropriate to the commission or services to be undertaken have been provided; and
2. the client, having agreed to the written terms of appointment, has provided an instruction to proceed.

(2) The written terms of appointment must cover—

1. the scope of the work; and
2. the allocation of responsibilities; and
3. any limitation of responsibilities; and
4. fees, or any methods for calculating fees; and
5. how billing will occur.

**58B. Client communication**A registered architect must—

1. ensure that, where applicable, effective systems are in place during a commission to establish and monitor its quality, budget, cost estimates, and time line; and
2. advise the client in a timely manner of any significant issues that arise, or are identified, at any time during the commission.

**58C. Confidentiality**A registered architect must observe the confidentiality of their clients’ affairs and must not disclose confidential information without the prior consent of the client unless required by law to do so.

**58D. Registration status of others**A registered architect who owns, manages, or controls a practice must ensure that nothing is done by the practice that creates, or may create, the impression that an unregistered person working for the practice is a registered architect.