

Schematic of NZRAB Service Concerns Procedures
(Texts in red are final decision points)

Member of the public raises a concern about the service provided by an architect

NZRAB determines which of three options appropriate

Negotiated Solution

Concern referred to a senior architect who helps the parties try to find a solution

No solution found, so concerned person offered choice of complaint or competence concern

Solution found ending the matter

Formal Complaint

Competence Review

Concerned person provided with Complaint Form

Concerned person provided with Competence Review Form

Formal Complaint process begins – see overleaf

Architect's overall competence reviewed

Architect confirmed as being competent

Architect no longer permitted to practice

Formal Complaints Procedure

Complaint referred to Investigating Panel



Investigating Panel investigates complaint



Investigating Panel dismisses complaint



Investigating Panel finds the architect at fault and recommends penalty to Board



Board determines penalty on advice

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But architect can insist on a Disciplinary Hearing



Disciplinary Hearing hears the evidence



Disciplinary Hearing dismisses complaint



Disciplinary Hearing finds the architect at fault



Following submissions Disciplinary Hearing imposes penalty and costs.