

**NZRAB Complaint Form:   
Where what is alleged occurred before 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 Panel 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.

***Email to*** [***concern@nzrab.org.nz***](mailto:concern@nzrab.org.nz) ***with attached pdfs or a SharePoint link.***

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

*NZRAB use*

Date received:

NZRAB Complaint No:

**Code of Minimum Standards of Ethical Conduct for Registered Architects pre 1 Jan 2018**

**Standards related to the public**

***46. Not misrepresent himself or herself***

A Registered Architect must not represent or promote himself or herself, his or her business, or his or her professional services in a false, fraudulent, misleading, or deceptive manner.

***47. Uphold the law***

A Registered Architect must abide by the professional codes of ethics and conduct and laws in force in the countries or jurisdictions in which he or she provides professional services.

**Standards related to the client**

***48. Exercise unprejudiced and unbiased judgment***

A Registered Architect must exercise unprejudiced and unbiased judgment.

***49. Care and diligence***

A Registered Architect must perform his or her professional work with due care and diligence.

***50. Terms of appointment***

A Registered Architect must not undertake professional work unless the Registered Architect and the client have agreed the terms of the appointment, which may include but need not be limited to:

(a) scope of work

(b) allocation of responsibilities

(c) any limitation of responsibilities

(d) fee, or method of calculating it, and terms of trade

(e) any provision for termination

(f) provision for professional indemnity insurance.

***51. Remuneration and inducements***

A Registered Architect must:

(a) be remunerated solely by the fees and benefits specified in the appointment or employment agreement; and

(b) not offer any inducements to procure an appointment.

***52. Confidentiality of client’s affairs***

(1) A Registered Architect must observe the confidentiality of the client’s affairs and must not disclose confidential information without the prior consent of the client.

(2) Subclause (1) does not apply if the Registered Architect is required by law to disclose that information.

***53. Conflict of interest***

A Registered Architect must disclose to clients, owners, or contractors significant circumstances known to the Registered Architect that could be construed as creating a conflict of interest. The Registered Architect must ensure that the conflict does not interfere with the Registered Architect’s duty to render unprejudiced and unbiased judgment.

**Standards related to profession**

***54. Act with honesty and fairness***

A Registered Architect must pursue his or her professional activities with honesty and fairness.

**Standards related to other Registered Architects**

***55. Acknowledge colleagues’ contributions***

A Registered Architect must:

(a) build his or her professional reputation on the merits of his or her own performance; and

(b) not claim as his or her own intellectual property and ideas of other Registered Architects.

***56. Not maliciously or unfairly criticise***

A Registered Architect must not maliciously or unfairly criticise or attempt to discredit another Registered Architect’s work.

***57. Conflicts of professional appointment***

A Registered Architect must, on being approached to undertake professional work for which he or she knows, or by reasonable inquiry ascertains, that another Registered Architect has a current appointment with the same client, notify the other registered Architect.

***58. Giving an opinion on the work of another Registered Architect***

A Registered Architect must, when appointed to give an opinion on the work of another Registered Architect, notify the other Registered Architect unless the appointed Registered Architect is aware of any current or pending litigation concerning the work that is the subject of the opinion.