

## FORM 3 – MAKING A COMPLAINT ABOUT AN ARCHITECT

*Architects Act 2002 Section 37(1)*  
Version: January 2020

### BEFORE COMPLETING THIS FORM

Please ensure you have read the *Board of Architects of Queensland (BOAQ) Code of Practice (the Code)* and the BOAQ Information Sheet: *Making a Complaint about an Architect*, both of which are available on BOAQ website at: [www.boaq.qld.gov.au](http://www.boaq.qld.gov.au).

It is the complainant's responsibility to ensure the details provided on this form are clear and correct. If you have any questions about this form please contact the BOAQ Registry on (07) 3069 2397 during office hours.

Please note, the BOAQ is unable to provide legal advice or assistance for any civil proceedings related to your complaint.

*Please use BLOCK LETTERS and complete all details in full.*

### SECTION 1: COMPLAINANT'S DETAILS

#### Complainant 1

Title			
Full Name			
Address			
City/State/Post Code			
Phone		Mobile Phone	
Email			

#### Complainant 2 (if applicable)

Title			
Full Name			
Address			
City/State/Post Code			
Phone		Mobile Phone	
Email			

SECTION 2: ARCHITECT'S DETAILS			
Full Name			
Title		Reg. No.	
Business/ Company Name (if applicable)			
Postal Address			
City/State/Post Code			
Office Phone		Mobile Phone	
Email			

SECTION 3: PARTICULARS OF COMPLAINT	
<b>Background</b>	
<i>Please provide a brief timeline outlining the history of your dealings with the architect. If further space is required, please attach additional pages.</i>	
<b>Date</b>	<b>e.g. Event, Activity, Action, Outcome. etc.</b>

**SECTION 3: PARTICULARS OF COMPLAINT (CONTINUED)**

**Details of alleged unsatisfactory professional conduct**

*Please provide details of the specific professional conduct being complained about, including what happened, what actions were taken by the parties, what the outcomes were, and what stage the project is currently at.*

*If you believe the architect did not abide by the BOAQ Code of Practice, please also refer to the specific section/s of the Code you believe have been breached.*

*Provide details of how you believe the architect’s professional conduct in providing architectural services for your project did not meet the requirements of the Code, and list the related evidence attached overleaf.*

*Please detail each area of unprofessional conduct that is the basis of the complaint separately.*

<b>Item No.</b>	<b>Conduct</b>	<b>Relevant Clause/s of Code of Practice</b>
e.g. 1.	<i>Architect did not provide a client/architect agreement to us before commencing work</i>	19, 20

### SECTION 4: EVIDENCE

*Please provide a description of each document you are attaching as evidence and assign a number to each document. See the Board's Information Sheet: Making a Complaint about an Architect for suggestions of the types of evidence to include.*

**Please ensure you include a copy of your client-architect agreement or other relevant contractual agreement entered into with your architect.**

Doc No.	Document Description

### SECTION 5: INITIAL DISPUTE RESOLUTION

*Please describe the steps you have taken to address the issue/s with the architect prior to making this complaint.*

Date	Action/s Taken	Outcome

### SECTION 6: RELATED LEGAL PROCEEDINGS

**Have you commenced any proceedings against the architect in a court of law?**

*(If yes, provide details)*

#### **Privacy Statement**

*Your personal information is collected by the BOAQ for the purposes of administering the Act. Those purposes include receiving and investigating complaints about architects and making disciplinary decisions.*

*Please note that the information you submit to the BOAQ in your complaint may be disclosed to the relevant architect and other relevant third parties in connection with any investigation, disciplinary proceeding or prosecution resulting from the complaint. Such parties may include investigators, legal professionals, and/ or QCAT. By submitting a complaint, you consent to the information contained within to be shared with those parties.*

*The BOAQ will not use or disclose your personal information for any purpose not connected with the administration of the Act without your consent, unless authorised or required by law.*

*For more information about your right to information privacy, please visit:*

<https://www.qld.gov.au/law/your-rights/privacy-and-right-to-information/privacy-rights>.

## SECTION 7: DECLARATION

*I confirm that I have read the information on this form and I declare that the information I have provided is true and correct to the best of my knowledge.*

### Complainant 1

Full Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### Complainant 2 (if applicable)

Full Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### SUBMITTING THIS FORM

After you have checked that you have fully completed this form, please submit it with any evidence attached to the BOAQ at one of the following addresses:

**Mail:** Registrar  
Board of Architects of Queensland  
GPO Box 316  
BRISBANE QLD 4001

**Email:** [registrar@boaq.qld.gov.au](mailto:registrar@boaq.qld.gov.au)