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**Architectural Service Concern Form**

This form is for members of the public who wish to raise a concern about an architect’s conduct or competence in relation to architectural services, with the aim of resolving the concern and agreeing a way forward with the architect.

An Architectural Service Concern process is not a formal complaints process. It does not involve an investigation and there is no formal finding or order resulting from the process. It aims to achieve a resolution of issues between an architect and concerned person (usually a client of the architect).

It involves an experienced architect who serves on the Architectural Services Advisory Panel (ASAP) acting under delegation of the Board, talking to both parties and facilitating communication to aid the parties in finding a mutually agreeable way forward.

It is important to note that:

* This form will be provided to the architect as part of the Architectural Service Concern process.
* The Board and its delegates do not provide legal advice, insurance advice or opinions on the work of the architect.
* Entering into the process does not prevent a concerned person from making a complaint in the future.
* Although the Architectural Service Concern process aims to help the parties find a way forward, the Board retains the right to consider initiating an inquiry, or requiring an Architect to undergo a competence review as set out in the Complaints and Discipline Policy.

For further information about the ASC process, and use of information contained in this form, please refer to the [Complaints and Discipline Policy.](https://www.nzrab.nz/Editable/Assets/Policies/NZRAB_Complaints_and_Discipline_Policy_1_July_2022.pdf)

To initiate the Architectural Services Concerns process, please fill out the form and email to concern@nzrab.org.nz or post to NZRAB, PO Box 11106, Wellington 6142.

**Your details**

|  |  |
| --- | --- |
| First name |  |
| Last name  |  |
| Phone |  |
| Email |  |
| Address |  |
| Project address |  |

**The architect’s details**

|  |  |
| --- | --- |
| First name |  |
| Last name  |  |
| Workplace name |  |
| Address |  |
| Phone |  |
| Email |  |

**Your relationship with the architect**Please tell us what your relationship was with the architect

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**Your concerns**Please tell us what has happened and what your concerns are.

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**Impact**Pleasetell us how this has impacted you and/or others.

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**Desired outcome**Please tell us what you what like to happen in order for your concern to be resolved

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**Steps you’ve taken already**Please tell us whether or not you have already discussed your concerns with the architect and, if so, what the result was.

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Please advise what else you have done or are currently doing to resolve the concerns. Please include whether or not the matter is currently subject to legal action.

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**Additional information**Please advise if is anyone else who we should talk to.

Please obtain permission to include the person’s details on this form and declare below that permission for NZRAB to contact the individual has been obtained.

|  |  |
| --- | --- |
| First name |  |
| Last name  |  |
| Phone |  |
| Email |  |
| Relevance to issue |  |
| Permission to share details obtained | Yes/No | Date: |
| Permission for NZRAB to contact this person obtained | Yes/No | Date: |