



## Complaint Form

Return to: Board of Surveying and Spatial Information, PO Box 143,  
Bathurst NSW 2795 T: 02 6332 8238

[www.bossi.nsw.gov.au](http://www.bossi.nsw.gov.au)

### Important

We suggest you try to resolve your complaint yourself before making a written complaint.

Please phone the Registrar for information and advice about whether this complaint-handling procedure is appropriate for your complaint (see page 5 for contact details).

This board can only deal with matters under the *Surveying and Spatial Information Act 2002*.

If you do wish to make a formal complaint, please complete this form. If you have difficulty with this form, please contact the Registrar (see page 5 for contact details).

Do NOT send original documents with your complaint. Please attach photocopies of any relevant material.

Please sign the Declaration on the last page before you submit this form.

If you are complaining about more than one surveyor, please submit a separate Complaint Form about each of them. You may copy this form or ask for another one. Please lodge all complaints at the same time if possible.

We will usually send a copy of your complaint to the surveyor during our enquiries. If this is a problem for you, please indicate this on the Complaint Form and/or contact the Registrar.

### 1. Your details

Mr Ms Dr Given name(s) Surname

Address

Post code

Phone (H) (W) (M)

Email Main language spoken at home

Are you making this complaint on behalf of another person, such as a client or relative? Yes No

If yes, please tell us who you are making the complaint for, and why?

Complainant's name

Address

Post code

Reason:

### 2. Details of Surveyor

Please try to identify the individual/s you are complaining about.

Surveyor's name

Name of firm

Address

Post code

Phone (W) (M) Email

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### 3. Before you lodge a formal complaint

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Have you already tried to resolve this complaint? Yes No

If yes, how?

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Please attach copies of any relevant correspondence.

### 4. In this matter, the surveyor named in question 2 (page 1)

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worked for me                  worked for someone else                  other (see below)

Other

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### 5. My complaint relates to

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Professional misconduct

Professional incompetence

Failure to comply with a Determination by the Board

Unsure

Contravention of conditions of Registration

Failure to comply with an Order of the Board

Failure to comply with the Act or Regulation

Other (see below)

Other

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### 6. By making this complaint to the Board of Surveying and Spatial Information, I am hoping to:

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have the surveyor disciplined

improve my communication with the surveyor

resolve my dispute with the surveyor

improve the service provided by the surveyor

other (see below)

Other

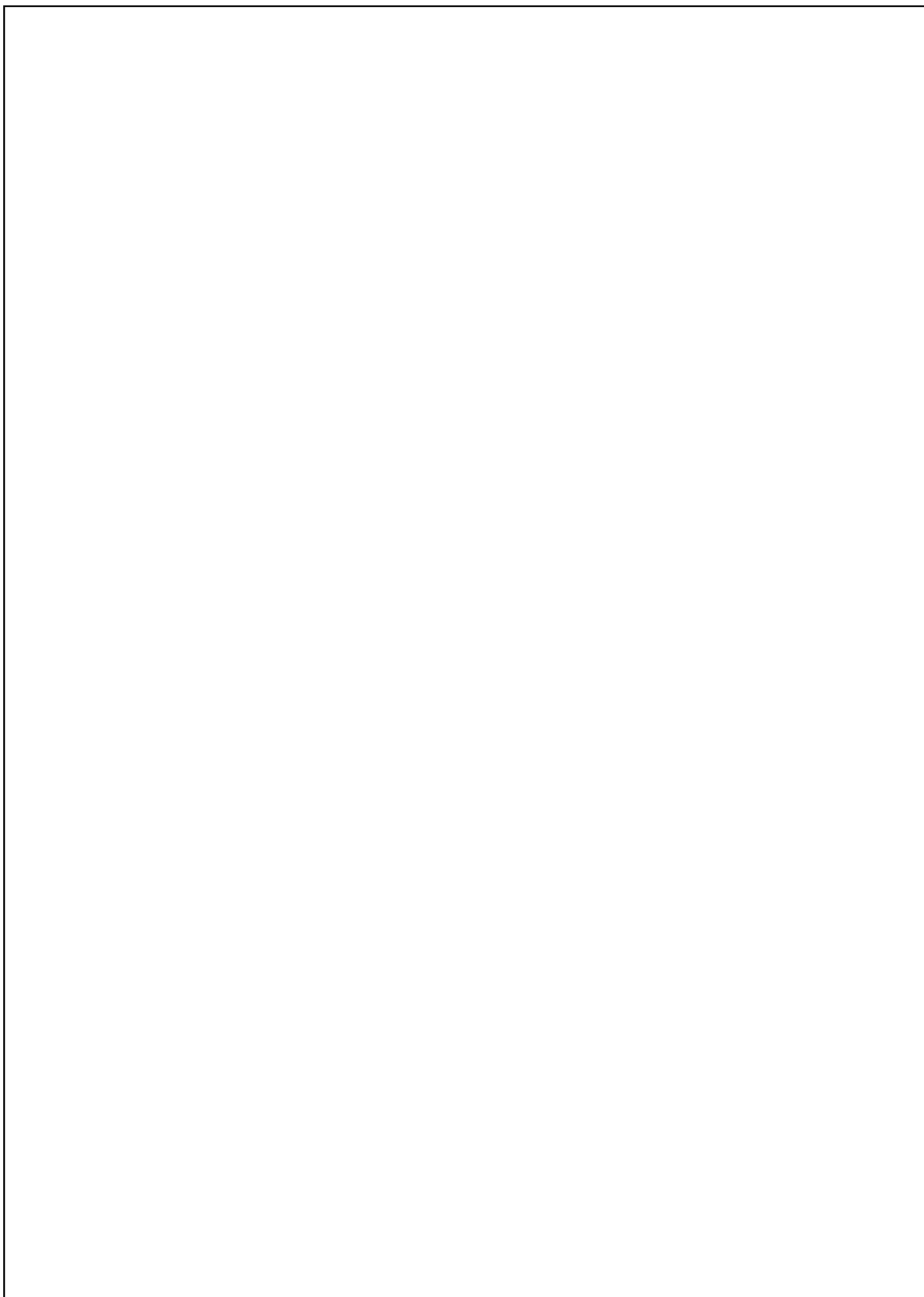
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Note: In general, compensation can be awarded **only if**:

- the Board finds the surveyor guilty of professional misconduct **and**
- the surveyor's conduct has caused you loss, **and**
- you are **not** entitled to compensation from other sources, e.g. by taking private legal action.

You should seek independent legal advice about other possible actions you can take for compensation. The maximum amount of compensation which can be awarded through this complaint handling process is set out in the *Surveying and Spatial Information Act 2002*. If you are claiming compensation, please set out details of the amount claimed and the reason, in the space under question 10.





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**Declaration**

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I declare that the information I have given in, and with this complaint, is true and correct.

Signed \_\_\_\_\_

Date \_\_\_\_\_

**Please send the completed form and photographed attachments to**

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The Registrar  
Board of Surveying and Spatial Information of NSW  
PO Box 143  
Bathurst NSW 2795  
Form edition March 2016

T: 02 6332 8238  
E: [bossi@lpi.nsw.gov.au](mailto:bossi@lpi.nsw.gov.au) (limit of 10 MB for attachments)  
[www.bossi.nsw.gov.au](http://www.bossi.nsw.gov.au)