

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 inquiries. 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?

Complaint'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

3. Before you lodge a formal complaint

Have you already tried to resolve this complaint? Yes No

If yes, how?

Please attach copies of any relevant correspondence.

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

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

Other

5. My complaint relates to

- | | |
|---|--|
| 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

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

- | | |
|--------------------------------------|--|
| 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

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.

7. When did the conduct occur?

If the conduct you are complaining about occurred more than three years ago, your complaint can only be accepted if the Board of Surveying and Spatial Information is satisfied that:

- it is just and fair to do so, considering the delay and the reason/s for it, or
- the complaint concerns an allegation of professional misconduct and it is in the public interest to deal with the complaint.

As a matter of fairness, the Board will only accept a complaint about conduct that occurred more than three years ago after both the complainant and the surveyor have had an opportunity to make submissions about whether the complaint should be accepted.

8. For a complaint which involves a court case

Does your complaint involve a court case? Yes No

Optional

Case name _____ Case number _____

Court name and courthouse location _____

Dates of hearing _____

9. Please list the main issues you are complaining about [attach other page(s) if necessary]

- a) _____
- b) _____
- c) _____

10. On the following page, please give details of the complaint/s listed in question 9

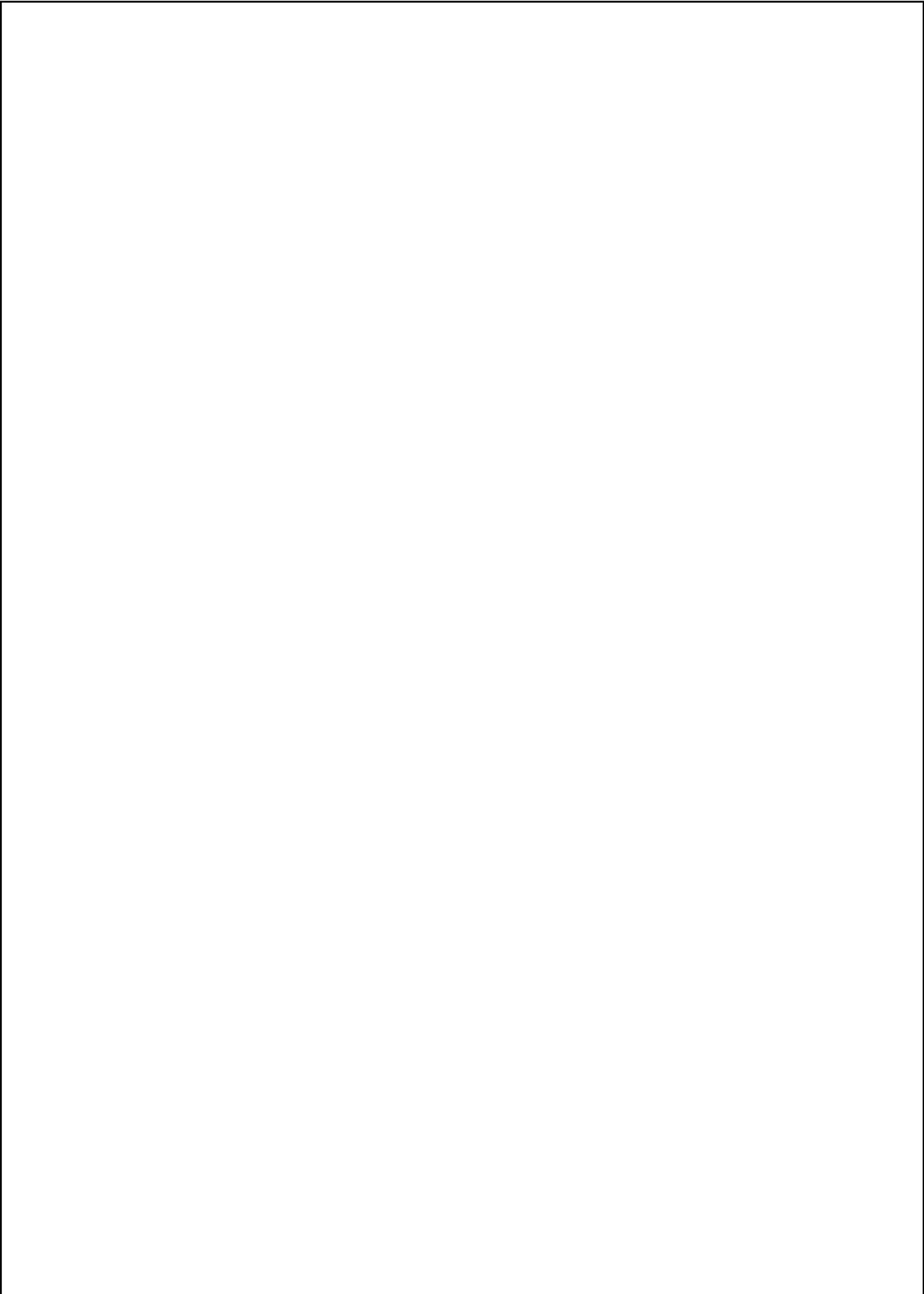
Please tell us about:

- the events that led to your complaint
- what you say the surveyor did or did not do
- the date or dates of the conduct you are complaining about.

If there is not enough space on this form, please attach another page(s)

Attach **copies** of relevant documents to support your complaint, and a list of these documents. Do not send original documents.

If there are witnesses who can provide direct **independent** evidence that will help us deal with your complaint, please provide their names and full contact details. Say why you think they can help.



Declaration

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

The Registrar
Board of Surveying and Spatial Information of NSW
PO Box 143
Bathurst NSW 2795

T: 02 6332 8238
E: bossi@finance.nsw.gov.au
(limit of 10MB for attachments)
www.bossi.nsw.gov.au