



Important

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

Please phone the Registrar or the BOSSI Investigator 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 involving NSW Registered land and mining surveyors as described in 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 BOSSI for assistance. (see page 5 for contact details).

Do NOT send original documents with your complaint. Please attach electronic copies of any relevant material. For the complaint to be valid you MUST 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.

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:

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

As a matter of fairness, the Board will only accept a complaint about misconduct 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.

PLEASE NOTE: We will send a copy of your complaint and supporting documentation to the surveyor during our inquiries as required in our complaint handling procedures. If you need some contact details redacted, please indicate the same to the BOSSI Registrar at the time of submission. BOSSI do not investigate anonymous complaints.

1. Your Details

Title (optional) Mr Ms Dr Other

Given name(s) Surname

Address

Suburb State Post Code

Phone (H) (W) (M)

Email

Are you making this complaint on the behalf of another person, such as a client or relative? (if 'Yes', please provide complainant's details below) Yes No (proceed to No 3)

2. Complainants Details

Title (optional) Mr Ms Dr Other

Given name(s)

Surname

Address

Suburb

State

Post Code

Phone (H)

(W)

(M)

Email

Reason you are making the complaint on this person's behalf

3. Details of NSW Registered Surveyor

Please identify the individual(s) you are lodging a complaint against.

Surveyor's name

NSW Surveyor ID number

Name of survey firm

Address

Suburb

State

Post Code

Phone (W)

(M)

Email

4. When did the conduct occur?

Date

5. Have you already tried to resolve the complaint?

If Yes, how? (Please attach copies of any relevant correspondence)

Yes

No

6. I am complaining about the following issues:

7. Are you willing for BOSSI to conciliate this complaint?

Yes No

If No, please provide reasons?

8. Does the complaint relate to fraud or any criminal activity?

Yes No

If Yes, BOSSI cannot investigate matters where fraud or criminal activity may have occurred. BOSSI may be able to provide assistance upon request of law enforcement in the conduct of any investigation.

9. Does this complaint involve a court or judicial process?

Yes No

Case Name

Case No

Court Name

Court Location

Dates of Hearing

10. On the following page, please give details of the complaint/s listed in question 6

Please tell us about:

- a) the events that led to your complaint
- b) the nature of your allegations
- c) 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 **electronic copies** of relevant documents to support your complaint, and a list of these documents. PDF is a preferred format.

Do not send:

- original documents
- photographs of documents
- extracts of documents

If you are providing the names of independent persons/witnesses who may assist BOSSI in assessing the validity or the ongoing investigation of your complaint, ensure prior permission / consent has been sought to provide personal details to BOSSI. Please advise and inform BOSSI if the involved person has any privacy concerns about this occurring.

Privacy Collection Notice

The Board of Surveying and Spatial Information is collecting your personal information through this form. We will share this information with involved parties. By completing this form, you are consenting to the use of your information for the stated purpose. If you wish to update personal information we hold about you, please contact us at bossi@customerservice.com.au.

Declaration

I declare that the information I have provided is true and correct to the best of my knowledge. I acknowledge that BOSSI **MAY** use this information or information later obtained for the management of my complaint. I also acknowledge this information will be provided to the nominated surveyor AND/OR may be referred to other government agencies where appropriate.

I acknowledge and understand my obligations in making this complaint as detailed in the BOSSI Consideration of Complaints against Registered Surveyors policy:

Signed

Dated

Please send the completed form attachments to

The Registrar
Board of Surveying and Spatial Information of NSW
346 Panorama Avenue
Bathurst NSW 2795

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