



Nevada State Board of Architecture, Interior Design & Residential Design

Filing a Complaint and Other Information About the Enforcement Process

Who Can File a Complaint?

Anyone may file a complaint: a consumer, registrant, building official, or any member of the public. The board reviews each complaint, regardless of the source.

The most effective complaints are those that contain firsthand, verifiable information. While anonymous complaints will be reviewed, they may be impossible to pursue unless they contain documented evidence of the allegations made.

Filing of a complaint does not prohibit you from filing a civil action, nor does it affect the statute of limitations for filing suit.

When Should I File a Complaint?

Complaints may be filed against a registrant for a variety of reasons, including unethical conduct, incompetence or negligence in practicing his/her profession, aiding unlicensed practice, conflicts of interest, making intentionally deceptive or misleading statements, and any illegal activities related to the registrant's professional responsibilities.

Should Unlicensed Practice Be Reported to the Board?

Yes. If an unlicensed person is participating in activities for which a certificate of registration is required, you should report it to the board. This includes persons who may have an expired license or those in the process of obtaining a license.

How Do I File a Complaint?

The board has a "Consumer Complaint Form" (see reverse) which requests specific information needed to initiate a complaint. It is not mandatory to use the form in order to file a complaint. The form is provided for your convenience and can serve as a guide. Any written statement providing the necessary information can be used to file a complaint. It is important to include as much detail as possible and any documentary evidence you might have.

How Are Complaints Processed?

After the board receives a complaint, an investigator will review it to determine if it falls within our jurisdiction. Once the review process is completed, you will be formally notified that the board is beginning its investigation. If the complaint concerns something outside of our jurisdiction, we will let you know if another state or local agency might be able to help.

As part of the investigation, the board's investigator may obtain copies of design documents, building permits, photographs, relevant printed or electronic material, or other evidence related to the complaint. The investigator may request written responses, or may wish to speak to you and others involved in the complaint.

Disposition

If we cannot establish sufficient evidence to substantiate a violation of the law, the complaint will be closed and you will be notified.

If it is determined that disciplinary action is appropriate, in most cases, the investigator will attempt to negotiate a Settlement Agreement. A Settlement Agreement is a legal document that includes findings of fact, conclusions of law, and sanctions acceptable to the board. If a Settlement Agreement cannot be reached, a formal disciplinary hearing may be held.

Hearings are conducted according to NAC 623.900 et seq. The board's attorney presents the case and counsel may represent the complainant. Board members hear the case, all testimony is recorded by a court reporter, evidence is admitted, and both sides may call witnesses. When all evidence and testimony have been presented, the board deliberates and reaches a decision. The board publishes its findings and a final, written order is prepared. Appeals may be initiated through the Nevada State District Court.



NEVADA STATE BOARD OF ARCHITECTURE, INTERIOR DESIGN & RESIDENTIAL DESIGN

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CONSUMER COMPLAINT FORM

1. Subject (person complaint is against)

Full name _____

Business Name _____

Business Address _____

City _____ State _____ Zip Code _____

Business Phone _____ Home Phone _____ License No. _____
(if applicable)

2. Complainant (person making the complaint)

Full name _____

Address _____

City _____ State _____ Zip Code _____

Business Phone _____ Home Phone _____ Best time of day
to contact you _____

3. Project address

Address _____

City _____ Parcel No. (if known) _____

4. Do you have copies of cancelled checks or receipts or other forms of payment to the subject? (If yes, please provide copies) Yes No

5. Do you have design plans prepared by the subject? (If yes, please provide copies) Yes No

6. Did you and the subject sign a written contract or letter of agreement before services were rendered? (If yes, please provide copies) Yes No

If you did not have a written contract or agreement, on a separate sheet of paper, please provide a detailed description of the scope of services the subject was to provide for this project.

7. Describe your complaint on a separate sheet of paper. Be sure to include pertinent dates.

The filing of this complaint does not prohibit you from filing a civil action. Please read the following statement and sign and date where indicated.

I hereby certify under penalty of perjury under the laws of the state of Nevada that to the best of my knowledge all of the above statements are correct. If called upon, I will assist in the investigation or in the prosecution of the subject of this complaint or other involved parties, and will, if necessary, swear to a complaint, attend hearings, and testify to facts.

Signature _____ Date _____