



# FOCUS

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Architecture, Interior Design and Residential Design

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## How the Enforcement and Complaint Process Works

### Filing a Complaint

Anyone can file a complaint: registrants, consumers, building officials and other design professionals. Complaints may allege unethical conduct, incompetence, unregistered practice, or other actions. All complaints that fall within the board's jurisdiction, regardless of source or allegation, will be investigated.

The most effective complaints are those that contain firsthand, verifiable information. Any written statement providing the necessary information can be used to file a complaint. It is important that as much detail as possible and any documentary evidence be included (copies of plans, agreements, etc.). The board can protect the identity of a person filing a complaint (complainant) if they wish to file an anonymous complaint.

### Investigation and Review

After a complaint is received, an investigator will review the complaint to determine if it falls within the board's jurisdiction. If the complaint concerns something outside of the board's jurisdiction, staff will let the complainant know if another state or local agency might be able to help.

If a complaint falls within the board's jurisdiction, the investigator will find and verify facts relating to a complaint. The investigator may obtain copies of design documents, building permits, photographs, relevant printed or electronic material, and any other physical evidence related to the complaint. As part of the effort to gather information, the investigator may request written responses or may wish to speak to the complainant and others involved in the complaint. The investigator will also speak to and gather information from the respondent.

### Disposition

If it is determined that disciplinary action is appropriate, the investigator will usually 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 provisions of NAC 623.900.

Sometimes, the problems don't rise to the level of disciplinary action, other times they are not within the board's jurisdiction. In fact, most cases are closed without disciplinary action and kept confidential. These cases are formally closed, identified only by case number, at board meetings.

The complainant will be notified of the case's resolution, whether the board determines disciplinary action is warranted or if the case is closed without disciplinary action. Other individuals who may have been contacted to gather evidence are not contacted upon resolution of the case. Anonymous complainants cannot be notified as the board does not have their contact information.

If you have questions regarding the investigative process, please contact the Enforcement Division at (702) 486-7300 or visit the [board website](#).