



Complaint Form

Instructions: This form is for the purpose of filing a complaint with the Alabama Board of Architects. **Send Completed Complaint Form and supporting documentation to:** paula.pilgreen@boa.alabama.gov

Upon receipt of this completed form, you will be sent a letter confirming receipt of your complaint. The Board Investigator may be in contact with you during the course of the investigation if needed. As the complainant, you will be notified upon the investigative conclusion of the case. For more information on filing a complaint, please visit our website at www.boa.alabama.gov or contact the Board office at 334.242.4179. Please note: A copy of your complaint may be forwarded to the subject of this complaint.

Section 1. Complainant Information

Complainant's Name:

Complainant's Address:

Daytime Telephone Number:

Preferred email address:

Section 2. Subject of Complaint

Subject's Name:

Subject's Address:

Telephone Number:

This Individual is: ☐ A Registered Architect
 ☐ Unlicensed Person

Section 3. Details of Complaint

Nature of Complaint: ☐ Service
 ☐ Unlicensed Practice of Architecture
 ☐ An issue, incident or violation of the laws, rules, or code of conduct governing architects

Have you entered into, or anticipate, litigation regarding this matter? ☐ Yes ☐ No

Note: If yes, complaint will not be investigated unless it adversely impacts the health, safety, and welfare of the public.

List documents that support your complaint (e.g., court orders, receipts, cancelled, checks, contracts, construction drawings, etc.). Please send **copies** of the related documents along with this completed form. Do not send originals.

List names and addresses of other parties who have a direct interest or possess information regarding this matter and whose testimony should be considered by the Board:

Would you be willing to testify if necessary? ☐ Yes ☐ No

Please explain the entire circumstances surrounding your complaint including your attempts to solve the problem. You may attach additional pages describing the details of this complaint as needed.

Section 4. Affidavit of Complainant

I solemnly swear or affirm that the statements made herein and on any attachments hereto are accurate, complete, and true to the best of my knowledge and belief. I understand and agree that by typing my name, I am providing an electronic signature that has the same legal effect as a written signature pursuant to Ala. Code §§ 8-1A-2 and 8-1A-7.

Signature

Date

FILING A COMPLAINT - The Alabama Board of Architects is authorized under §34-2-34 to regulate, enforce and investigate alleged violations of its statutes and rules by architects and non-architects. The Board has the power to levy fines, to suspend registration, to revoke registration, and/or other appropriate measures upon any architect found guilty of any violation.

Common violations committed by architects include plan stamping, aiding and abetting, practicing with a lapsed license, code of conduct violations, and offering or performing architectural services without holding a registration to do so. Common violations committed by non-architects include engaging in the unlicensed practice of architecture and the illegal advertisement of architectural services.

The Board does not have jurisdiction over contractual disputes involving registrants. State law prohibits us from giving you legal advice, legal opinions, or acting as a “private” attorney. If you have suffered or may suffer civil wrongs such as significant monetary loss, you may want to contact private counsel to discuss your legal civil rights and remedies.

The Complaint Process - After an official written complaint has been filed, the complainant will receive written confirmation from the Board indicating the complaint was received. The complaint is reviewed by the Executive Director. If it is determined the complaint falls under the purview of the Board and that there may be cause to believe that a violation of the Board's statutes or regulations has occurred, a file is opened and an investigation is commenced. The investigative process could take a few days, weeks, or perhaps months, depending on the complexity of the case.

Upon completion of the investigation, the Board has the option to close the case citing no violation, settle the matter informally, gather further information, or file formal charges against the subject.

If charges are filed, the subject will receive a letter by certified mail outlining the specific charges and offered the opportunity to sign a settlement agreement and pay any required fine. If a hearing is not requested, the Board will review the evidence it has and decide the appropriate disciplinary action and issue a Final Order.

Disciplinary action taken against an individual may include a monetary fine, reprimand, suspension, or revocation of his/her architectural registration. The Board has statutory authority over unlicensed persons practicing architecture and, therefore, can take action against them.

Alternatives to Filing a Complaint with the Board

1. Discuss the issue with the architect or their supervisor
2. Small Claims Court
3. Arbitration or mediation
4. Contact the Better Business Bureau
5. File an Ethics Complaint with the American Institute of Architects (AIA).

What the Board Does Not Investigate - Be advised that the Board generally does not become involved in contractual matters or financial disputes between an architect and a client, unless it involves an allegation that services were billed for, but were not rendered, or if there is evidence of fraud. Usually, these issues are considered civil matters and should be pursued in a court of law.

Additionally, the Board does not establish, set, or review costs and fees for architectural services. Architectural fees and costs are a private business matter between an architect and a client. However, if wrongdoing by an architect is proven in a court of law, send the Board a certified copy of the order issued by the Court and the Board will review the matter.

How to File a Complaint - All complaints against architects or non-architects must be made in writing. Complaints may be mailed or emailed to the Board's Executive Director, or by utilizing our online complaint form at www.boa.alabama.gov. Complaints must contain a detailed factual summary of the issue along with supporting documentation, such as contracts, invoices, correspondence, letterhead, business cards, construction documents, photos, etc.