

INFORMATION SHEET

COMPLAINTS AGAINST REGISTERED PROFESSIONAL ENGINEERS

Section 37 Professional Engineers Act 2002 Qld

(The following should be read carefully before completing Form 6 - Complaint: Unsatisfactory Professional Conduct)

The Board is responsible for protecting the public by ensuring professional engineering services are provided by a registered professional engineer in a professional and competent way; maintaining public confidence in the standard of services provided by registered professional engineers; and upholding the standards of practice of registered professional engineers.

COMPLAINTS - What can / can't the Board do?

The complaints process provides a mechanism to bring to the Board's attention any instances of unsatisfactory professional conduct by registered professional engineers.

If you are aggrieved by a registered professional engineer's conduct in carrying out professional engineering services, you may make a complaint to the Board.

The Board has power to investigate complaints regarding unsatisfactory professional conduct by registered professional engineers and where appropriate, this may lead to disciplinary proceedings which could include cautions, reprimands, fines and/or deregistration. Please note that the Board is not a forum to resolve contractual disputes and has no powers to order restitution or compensation. Other agencies that may be able to assist in this regard include:

Queensland Building and Construction Commission

The QBCC is the regulator for the Queensland construction industry. It has a dispute management area and a statutory insurance scheme covering homeowners (up to \$200,000) in cases of work that is not completed, is defective or subsides.

GPO Box 5099 Brisbane Qld 4001
299 Montague Road West End Qld 4101
Phone – 1300 272 272
Fax – (07) 3225 2999
www.qbcc.qld.gov.au

Queensland Civil and Administrative Tribunal

The Tribunal can adjudicate on, or give orders to resolve, domestic building disputes. It can also review decisions of the Queensland Building and Construction Commission (see above). Any consumer, contractor or subcontractor involved in a domestic building dispute, or any person who has a complaint in contract, negligence, nuisance or trespass related to the performance of domestic building work, can make an application to the Tribunal.

Level 9 259 Queen St Brisbane (2 doors up from the GPO)
GPO Box 1639, Brisbane Qld 4001
Phone - 1300 753 228 between 8.30am and 5.00pm
Fax – (07) 3221 9156
<http://www.qcat.qld.gov.au>

Housing Industry Association (Qld)

14 Edmonstone St South Brisbane Qld 4101
PO Box 3573 South Brisbane Qld 4101
Consumer line - 1902 973 555
Phone - (07) 3021 8800
Fax - (07) 3021 8892
www.hia.com.au

Queensland Master Builders Association

Queensland Master Builders Association offers dispute resolution as one of its core services and can assist members to manage disputes.

417 - 419 Wickham Tce Brisbane Qld 4000
General Enquiries: 1300 305 010
Phone – (07) 3225 6444
Fax - (07) 3225 6545
www.masterbuilders.asn.au

Dispute Resolution Centre Department of Justice and Attorney-General

The Dispute Resolution Centres of Queensland provide mediation services to the Queensland community.

Level 1, Brisbane Magistrates Court
363 George Street, Brisbane Qld 4000
GPO Box 149 Brisbane Qld 4001
Phone – (07) 3239 6007
Fax (07) 3239 0200
www.justice.qld.gov.au/mediation/

THE COMPLAINTS PROCESS – What can I expect?

Complaints regarding unsatisfactory professional conduct of registered professional engineers should be lodged on the approved Form 6 - Complaint: Unsatisfactory Professional Conduct with the Registrar. The Form 6 is available from the Registrar or from the Board's website. This information sheet provides guidance on completing the form (see below). Should you require further assistance please contact the Registrar.

The Board will consider your complaint and may also invite a submission from the registered professional engineer. Where warranted, the Board may instigate a formal investigation.

Should the Board proceed to formal investigation it will appoint an investigator. At the conclusion of the investigation the Board will consider the investigator's report and determine whether to do one or more of the following:

- Commence disciplinary proceedings;
- Enter into an undertaking with the engineer regarding their conduct;
- Impose a condition on the engineers registration;
- Caution or reprimand the engineer; or
- Take no further action.

The Registrar will keep you informed of progress at each step.

COMPLETING THE FORM

Section 1 - Complainant Details

We need to know all details of the person lodging the complaint in order to:

- keep you advised of progress,
- contact you directly should we require further details; and
- ensure all correspondence is delivered to the correct person

Section 2 - Engineer Details

Detailed information about the engineer's identity will ensure we can identify the correct engineer. Where you have engaged a building contractor who has relied on information provided by a registered professional engineer, we will require details of the registered professional engineer.

Section 3 - Complaint Details

It is important that you provide us with full details of the unsatisfactory professional conduct. Unsatisfactory professional conduct includes the following:

- Conduct that is of a lesser standard than that which might reasonably be expected of a registered engineer by the public or the engineer's professional peers;
- Conduct that demonstrates incompetence or a lack of adequate knowledge, skill, judgement, or care in the practice of engineering;
- Misconduct in a professional respect;
- Fraudulent or dishonest behaviour in the practice of engineering;
- Other improper or unethical conduct.

Your complaint should include the date and place, the nature of the work undertaken and the nature of the unsatisfactory professional conduct (you may attach separate documents where necessary). The Board is not a forum to resolve contractual disputes and has no powers to order restitution or compensation.

Section 4 - Supporting Evidence

Please provide copies of any supporting documents. This could include copies of the contract or project brief, any relevant correspondence, reports or other documentation. If in doubt, contact the Registrar.

NOTE: PLEASE DO NOT BIND OR STAPLE DOCUMENTS AS THEY WILL NEED TO BE COPIED ONCE THE BOARD RECEIVES THEM. COMPLAINTS **MUST BE RECEIVED IN HARD COPY FORMAT, NOT VIA EMAIL.**

Section 5 - Declaration by Complainant/s

This section provides for a formal signature and date to confirm the information you have provided and also outlines that the information may be made available to other parties.

WHAT NEXT?

The completed complaint form and supporting documentation should be lodged with the Registrar of the Board of Professional Engineers of Queensland, PO Box 15213 CITY EAST QLD 4002.