

NEVADA STATE BOARD OF  
ARCHITECTURE,  
INTERIOR DESIGN  
AND RESIDENTIAL DESIGN

## How to Contact the Board

All questions regarding complaints and the investigative process should be directed to the Enforcement Division of the Board. The Main Office, in Las Vegas, can be contacted at (702) 486-7300. The Northern Nevada Investigative Office phone number is (775) 688-2544. All email can be sent to [nsbaidrd@govmail.state.nv.us](mailto:nsbaidrd@govmail.state.nv.us). Information can also be found on the Board's web site: <http://nsbaidrd.state.nv.us>.

# Filing A Complaint

And Other Information  
About the Investigation  
and Enforcement Process



Nevada State Board of Architecture,  
Interior Design and Residential Design

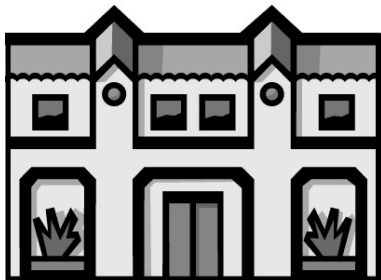
2080 E. Flamingo Rd., Suite 225  
Las Vegas, NV 89119

Phone: (702) 486-7300  
Fax: (702) 486-7304  
email: [nsbaidrd@govmail.state.nv.us](mailto:nsbaidrd@govmail.state.nv.us)  
internet: <http://nsbaidrd.state.nv.us>



# The Nevada State Board of Architecture, Interior Design and Residential Design

The Nevada State Board of Architecture, Interior Design and Residential Design (NSBAIDRD) is established under the provisions of NRS Chapter 623. NSBAIDRD is responsible for the administration, regulation and enforcement of the professions of architecture, registered interior design and residential design in Nevada. The Board reviews applications, administers examinations, registers qualified applicants and regulates the professional practice of registrants throughout the state. In addition, it investigates complaints relating to the practice of the professions. This brochure explains the various steps involved in the complaint resolution process.



## Filing the Complaint

Anyone can file a complaint – 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.

For your convenience, the Board provides a Consumer Complaint Form. The form is not required, but can serve as a guideline. 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 to include as much detail as possible and any documentary evidence you might have (i.e. copies of plans, agreements, etc.).

The Board does accept anonymous complaints. In these cases it is very important that any and all evidence of suspected violations be included in the complaint since it will not be possible to follow-up with the complainant.

*If the person about whom you have complained harasses you, notify the Board immediately.*

## Investigation and Review

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

The Board investigator's role is to obtain, verify and/or uncover facts relating to a complaint. The investigator may obtain copies of design documents, building permits, photographs, relevant printed or electronic material, or any other physical evidence related to the complaint. As part of the investigator's efforts to gather information, he/she may request written responses, or may wish to speak to you and others involved in the complaint on the telephone or in a face-to-face meeting.

If the investigator is unable to establish sufficient evidence to substantiate a violation of the law, your complaint will be closed and you will be notified. You may want to contact other agencies such as the Better Business Bureau or Small Claims, Justice or District Court for further assistance.

Parties may also consider participating in direct mediation. Complainants should refer to their contract, as mediation and/or arbitration are often provisions included to resolve disputes.

## Board Authority

NRS 623.270 grants the Board the authority to place any registrant "on probation, reprimand him, fine him not more than \$10,000, suspend or revoke his license, impose the costs of investigation and prosecution upon him, or take any combination of these disciplinary actions..."

NRS 623.360 and 623.365 grant the Board the authority to administer fines and civil penalties against non-registrants who violate NRS 623.

## Disposition

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 provisions of NAC 623.900 et seq. The Board's attorney presents the case for the State 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 then publishes its findings and a final, written Order is prepared for distribution. Appeals of the Board's Order may be initiated through the Nevada State District Court.