

# SERVICE CHARTER

The Architects Registration Board of Victoria's (ARBV's) mission is to engage, educate and regulate to ensure architectural services in Victoria are delivered according to high professional standards and to contribute to improved building outcomes for the benefit of the community.

## Our service commitments to you

- We will respond promptly to your enquiries through our phone and email service.
- We aim to respond to phone enquiries and emails within 3 business days and written correspondence within 10 working days.
- We will provide accurate and up to date information in response to enquiries.
- We will manage all registration applications efficiently and finalise complete and routine applications for registration within 6 weeks.
- We will keep complainants informed about the progress of their complaint and the expected timeframe for finalisation.
- We will acknowledge complaints about the ARBV within 3 days and respond to those complaints within 4 weeks.

## We can:

- Accredit architectural courses in Victorian universities that meet the national standards for accreditation.
- Register individuals, companies and partnerships who wish to provide architectural services.
- Provide guidance about architects' professional conduct and practice obligations.
- Discipline architects for unprofessional conduct.

## Contact us

If you want to provide feedback or make a complaint, you can contact us by phone or in writing.

**Phone:** 03 9417 4444

**Email:** [Registrar@arbv.vic.gov.au](mailto:Registrar@arbv.vic.gov.au)

**Address:** Level 10, 533 Little Lonsdale Street  
Melbourne VIC 3000

For more information on the standard of service you can expect to receive from the ARBV visit:  
[www.arbv.vic.gov.au](http://www.arbv.vic.gov.au)

## Feedback and complaints

Feedback includes compliments, complaints, suggestions or any information about our services or performance.

You can provide feedback or make a complaint by contacting us. Complaints regarding an architect or individual providing architectural services, should be made via our online complaint form.

Making a complaint will not affect your relationship with us.

All feedback provided to the ARBV will be added to a feedback register. This will assist us in making improvements to systems and processes.

## We can't:

- Provide legal or financial advice.
- Assist you with resolving a dispute with your architect.
- Resolve contractual disputes.
- Order architects to pay compensation.

## OUR CUSTOMER SERVICE PRINCIPLES

RESPONSIVENESS  
QUALITY SERVICE  
CONFIDENTIALITY  
TRANSPARENCY  
PROFESSIONALISM  
RESPECT