

We are committed to working in an open and accountable way that builds trust between both parties. This includes responding positively to complaints by putting right mistakes where we can and learning from their lessons.

Architects Plus (UK) Limited is an RIBA Chartered Practice (Membership number 1729122P) and is committed to maintain the RIBA Code of Practice together with the Architect's Registration Board (ARB) Architects Code: Standards of Professional Conduct and Practice.

We have developed strong relationships with our clients and consultants over many years and have many repeat clients, however we recognise that on occasion misunderstandings and disputes may arise with clients, co-professionals and third parties through our professional work and we are committed to the speedy resolution of complaints to maintain client goodwill.

Where these cannot be resolved in a mutually satisfactory manner and a complaint arises, the following procedures will be followed:

In the first instance complaints should be brought to the attention of the member of staff dealing with the project so that they have a chance to discuss the matter and resolve any issues. Where the complaint is initially made orally and cannot be resolved swiftly, you will be asked to send a written summary of your complaint.

In your letter you should set out the details of your complaint, the consequences for you as a result and the remedy you are seeking. You can expect your complaint to be acknowledged by a director within three working days of receipt. Within a further twenty-one-day period, we will advise you of the outcome of our investigation and inform you what actions have been or will be taken.

We acknowledge that everyone has a right to be heard. If you require a meeting with all parties concerned, we will arrange that at a convenient time for all parties.

A complaints file will be opened and a record kept of the steps taken towards resolving the complaint. If you are still dissatisfied, please respond to the company Directors setting out the reasons for your dissatisfaction. Within twenty-one days, they will respond in writing to you to advise the outcome of their review of your complaint and to let you know what further actions have been or will be taken.

If you remain dissatisfied with any aspect of our handling of your complaint, it may be referred to the Royal Institute of British Architects: RIBA Professional Standards Office (Tel: 020 7307 3649, Email: adjudication@riba.org) or the Architects Registration Board (8 Weymouth Street, London W1W 5BU, Tel: 020 7580 5861).

Signed



Barbara Gower, Director



Christian Judd, Director

Dated: January 2024