

Chartered Practice Complaints Handling Procedures

As part of the Code of Practice for Chartered Practices, a written complaints handling procedure is required.

To help any practices which do not already have one in place,

Please find below some wording which might form the basis of a process. This is the absolute basic level of what we might expect a complaints handling procedure to look like and you may wish to extend or amend to meet your own needs and style of working.

You might also wish to add in timescales (both for responses to correspondence, and for bringing the process to an end if no movement forward is being achieved).

Complaint Handling Procedure – Chartered Practice (client complainant)

Any concerns or complaints relating to a project in which you claim an interest should be communicated in writing to the lead architect for the project, in the first instance.

The lead architect will endeavour to answer and resolve any concerns through correspondence and / or meetings.

If the lead architect's responses do not resolve the matter, you may ask for the matter to be referred to the RIBA member designated as the client contact at the outset of the project. That person will endeavour to answer and resolve any concerns through correspondence and / or meetings.

If the client contact's responses do not resolve the matter, you may ask for the matter to be referred to a senior partner /director for response. That partner/director will endeavour to answer and resolve any concerns through correspondence and / or meetings.

If this further stage does not resolve the matter and you feel that the process of negotiation has been exhausted, then you may refer to the dispute resolution options as set out in our original architect's agreement.

Complaint Handling Procedure – Chartered Practice (non-client complainant)

Any concerns or complaints relating to your project should be communicated in writing to the lead architect for the project, in the first instance.

The lead architect will endeavour to answer and resolve any concerns through correspondence and / or meetings.

If the lead architect's responses do not resolve the matter, you may ask for the matter to be referred to a senior partner /director for response. That partner/director will endeavour to answer and resolve any concerns through correspondence and / or meetings as appropriate.

If this further stage does not resolve the matter and you feel that the process of negotiation has been exhausted then you may wish to discuss the matter further with the RIBA Professional Standards team.