

COMPLAINTS HANDLING PROCEDURE

RAISE
ARCHITECTS

RECEIVING A COMPLAINT

Raise Architects is a Royal Institute of British Architects (RIBA) Chartered Practice reg number 312058P7 and is committed to maintain the RIBA Code of practice together with the Architects Registration Board (ARB) Architects Code: Standards of Professional Conduct and Practice.

Raise Architects strives to provide you with exceptional service. Unfortunately, we recognise that on occasion misunderstandings and disputes may arise with clients, co-professionals and third parties through our professional work.

We want to resolve any problems as quickly as we can. The easiest way is by calling us on 01244 343772 and we will put you in touch with the architect who is leading your project.

If you prefer you can email us at chester@raisearchitects.com and ask for the director Andy Foster to investigate your complaint.

TIME FRAME

We will aim to resolve your concerns within 10 working days. This will obviously depend on the nature of your complaint and if we feel that it is going to take longer we will keep you updated throughout the investigation process and aim to respond to you, addressing the issues, within 30 days from its receipt.

Once our investigation of the issue is complete we will inform you of our response and outline the steps we will take to rectify the situation.

WHAT TO DO IF YOU ARE NOT SATISFIED

If you are not satisfied with our response and we have not been able to resolve your concerns, it may be referred to the following bodies:

- **Royal Institute of British Architects: RIBA Professional Standards Office**
Contact: professional.standards@riba.org

- **Architects Registration Board (ARB)**
Contact: <http://www.arb.org.uk/complaints/i-want-to-make-a-complaint/>

Please refer to their websites for further information on their processes and timescales. If you are unable to reach a resolution with the RIBA or ARB you may consider alternative dispute resolution such as mediation.