



OUR COMPLAINTS PROCEDURE

AR Architecture's reputation is underpinned by our commitment to delivering an excellent service. We are a Chartered RIBA practice and are bound by the Codes of Conduct of both the RIBA and the ARB. Copies of the Codes can be obtained from the websites of the relevant organisations.

We are very sorry that you feel you have cause for complaint and will do all we can to either rectify or clarify any problems there are as speedily as possible.

The following will guide you through the complaints process.

- **STAGE 1 - INFORMAL STAGE**

Raise your concern with the person you are dealing with at AR Architecture Ltd and see if the matter can be resolved without having to make a formal complaint. Often issues in the early stages are misunderstandings, which can be sorted easily. If this does not resolve the problem please speak to the Architect responsible for your project whose name will be on the agreement you have or on the correspondence you received from AR Architecture Ltd.

- **STAGE 2 - WRITTEN STAGE**

If you are still dissatisfied, please write to Alexander Rakita, Director of AR Architecture Ltd., clearly outlining the complaint, quoting the job reference number and the person you have been dealing with. The Director will acknowledge receipt of your letter within 7 days and give you a written response to the complaint once we have had an opportunity to investigate the matter, this will be within 21 days of receipt of the initial letter.

- **MEDIATION**

In the unlikely event that you are still unhappy but have exhausted AR Architecture Ltd's own complaints procedure, you might like to try mediation. This is an informal procedure aimed at resolving difficulties, which have arisen between an architect and client. It is particularly suitable when the relationship has broken down and communication has become a problem. The mediator can act as the intermediary to try to re-establish good working relations. The mediator will assist in negotiations between both parties, either with everyone present, or separately, to try to reach a solution. Mediation does not of itself impose a resolution. The settlement eventually reached will only become binding with the consent of all the parties. The Royal Institute of British Architects provides this service:

<https://www.architecture.com/RIBA/Professionalsupport/Professionalstandards/Mediation.aspx>

- **COMPLAINTS ABOUT PROFESSIONAL CONDUCT OR COMPETENCE**

If your complaint is about the professional conduct or competence of a Registered Architect, it may be referred to the Royal Institute of British Architects or the Architects Registration Board. Please follow the links below to see what you should do next:

<https://www.architecture.com/RIBA/Professionalsupport/Professionalstandards/DisputeResolution.aspx>

<http://www.arb.org.uk/concerns-about-an-architect>

Alexander Rakita, Director of AR Architecture
RIBA, ARB, MRAl, UAR, Dip Arch (Hons)

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