

RIBA Complaints Handling Procedure Templates

Complaints Handling Procedure – Sole Practitioner (client complainant)

As a sole practitioner, any concerns or complaints relating to your project should be communicated to me in writing in the first instance.

I will endeavour to answer and resolve any concerns through correspondence and / or meetings.

If we are unable to come to an agreement and either party feels 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.

Complaints Handling Procedure – Sole Practitioner (non-client complainant)

As a sole practitioner, any concerns or complaints relating to a project in which you claim an interest should be communicated to me in writing in the first instance.

I will endeavour to answer and resolve any concerns through correspondence and / or meetings as appropriate.

If we are unable to come to agreement and either party feels that the process of negotiation/discussion has been exhausted, then you may wish to discuss the matter further with the RIBA Professional Standards team.

Complaint Handling Procedure – Non sole practitioner (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.

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 – Non sole practitioner (non-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 as appropriate.

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.

Complaint Handling Procedure – Chartered Practice (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 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 (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 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.