

## **hitchcock architects ltd**

### **Complaints Handling Procedure**

#### **Receiving a complaint**

Hitchcock Architects Ltd strives to provide you with exceptional service. Unfortunately, things can go wrong sometimes, but telling us about it gives us the chance to fix things for you and make improvements.

We want to sort things out for you as soon as we can. If at any time you are not satisfied, please bring the issue to our attention as soon as possible on 01932 783280 and we can discuss how to resolve the issue.

If you prefer, you can write to:

Hitchcock Architects Ltd

18 The Avenue

Sunbury

TW16 5ES

and ask for the Managing Director to investigate your complaint.

#### **Timeframes**

Depending on the nature of your complaint, when we can, we will aim to resolve your complaint within 7 days.

For more complex issues this will not be possible, so a complaint file will be opened and we will endeavour to resolve your concerns as quickly as possible. We will keep you updated throughout the investigation process and aim to respond to you within 28 days.

Once we have fully investigated your complaint, we will inform you of our decision, write to you with a final response and outline the steps we will take to rectify the matter.

#### **What to do if you are not satisfied**

If you are not satisfied with our response you may refer your complaint to the following bodies:

Architects Registration Board (ARB)

<https://arb.org.uk/complaints/making-a-complaint-what-happens-when-you-complain-to-arb/>

Please refer to their websites for further information on their processes and timescales.

If you are unable to reach a resolution with the ARB you may consider alternative dispute resolution such as mediation or you may take legal action.

We do hope that we will be able to settle the matter by negotiation or mediation.

Alternatively, either of us can start court proceedings to settle the dispute at any time. But nothing shall prevent either of us from referring any dispute to adjudication at any time under the Scheme for Construction Contracts (England and Wales) Regulations 1998 (Amendment) (England) Regulations 2011. Should we need help in choosing an adjudicator, the nominator shall be the RIBA.