

# ■ STUDIO SPICER ARCHITECTS

## **Complaints Handling Procedure**

### **Receiving a complaint**

Studio Spicer 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. The easiest and quickest way is by talking to us on 01789 293452 and speaking to the Architect who is leading your project.

If you prefer, you can write to us at:

Studio Spicer Ltd  
7 Mansell Street  
Stratford upon Avon  
Warwickshire  
CV37 6NR

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:

Royal Institute for British Architects (RIBA)

<https://www.architecture.com/knowledge-and-resources/resources-landing-page/dispute-resolution>

Architects Registration Board (ARB)

<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 the ARB you may consider alternative dispute resolution such as mediation or you may take legal action.