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# COMPLAINTS HANDLING PROCEDURE

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RGP is a Royal Institute of British Architects (RIBA) Chartered Practice reg number 311273P (London Office) and 311176P (Bury Office) and is committed to maintain the RIBA Code of Practice (*available at [www.riba.co.uk](http://www.riba.co.uk)*) together with the Architects Registration Board (ARB) Architects Code: Standards of Professional Conduct and Practice (*available at [www.arb.org.uk](http://www.arb.org.uk)*).

RGP recognises that on occasion misunderstandings and disputes may arise with clients, co professionals and third parties through our professional work; where these cannot be resolved in a mutually satisfactory manner and a complaint arises, the following procedure will be followed:

RGP's reputation is underpinned by our commitment to delivering an excellent service to our clients. If you have a complaint to make, this note sets out the procedure to be followed in respect of our architectural services.

- Most complaints are the result of misunderstandings. In the event of a complaint relating to an architectural matter, the first step is to contact a Director at our office responsible for the project, at either 19 Bedford Row, London WC1R 4EB or 105 Manchester Road, Bury, Lancashire, BL9 0TD. Where the complaint is initially made orally, you will be asked to send a written summary of your complaint.
- Once the Director has reviewed your written summary of the complaint, we will contact you in writing within fourteen days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this. Within a further twenty-one days we will advise you of the outcome of our investigation and inform you what actions have been or will be taken.
- If you are still dissatisfied, please write to the Board of Directors at 105 Manchester Road, Bury, Lancashire, BL9 0TD, setting out the reasons for your dissatisfaction.
- Within twenty-one days, you will be advised of the outcome of their review of your complaint and to let you know what further actions have been or will be taken.
- If you remain dissatisfied with any aspect of our handling of your complaint, it may be referred to the Royal Institute of British Architects: RIBA Professional Standards Office (Tel: 020 7307 3649, Email: [adjudication@riba.org](mailto:adjudication@riba.org)) or the Architects Registration Board (8 Weymouth Street, London W1W 5BU, Tel: 020 7580 5861).

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Signed,

**Chris Horner**  
Director

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