

GLEDHILL ARCHITECTURE LTD.

Complaints Handling Procedure (CHP)

1. Introduction

Gledhill Architecture Ltd. is committed to providing a high-quality professional service to all clients. However, if something goes wrong, we want to know about it so we can address the issue and improve our services.

This Complaints Handling Procedure (CHP) is provided in accordance with the requirements of the Architects Registration Board Code of Conduct and Practice.

2. How to Make a Complaint

If you are dissatisfied with any aspect of our service, you may raise a complaint by:

- Email: sam@gledhillarchitecture.co.uk

Please provide:

- Your name and contact details
- Project reference (if applicable)
- A clear description of your complaint
- Any supporting documentation
- Any shortfalls in service relating to agreed architect's scope

We encourage clients to raise concerns as soon as possible to allow prompt resolution.

3. Our Complaints Process

Stage 1 – Acknowledgement

- We will acknowledge your complaint within **10 working days** of receipt.
- You will be provided with a copy of this procedure if you have not already received it.

Stage 2 – Investigation

- Your complaint will be investigated by a Director or a senior member of staff not directly involved in the matter where possible.
- We may contact you for further information or clarification.

Stage 3 – Response

- We will provide a **written response within 30 working days** of receiving your complaint.
- The response will include:
 - Our understanding of your complaint
 - The outcome of our investigation
 - Any actions we propose to take

If more time is required (e.g. due to complexity), we will inform you and keep you updated.

4. Resolution Options

Where appropriate, we will seek to resolve complaints through:

- Clarification of issues
- Apology where warranted
- Remedial actions
- Review of fees (if applicable)
- Changes to internal processes

We may also suggest **alternative dispute resolution (ADR)** such as mediation or conciliation where suitable.

5. If You Are Not Satisfied

If you are not satisfied with our response, you may request a further review by a Director of Gledhill Architecture Ltd.

If the matter remains unresolved, you may consider referring your complaint to the Architects Registration Board, which regulates architects in the UK.

The ARB can investigate concerns relating to:

- Professional conduct
- Professional competence

They will normally expect that you have first attempted to resolve the issue directly with us.

6. Confidentiality

All complaints will be handled confidentially and in accordance with data protection legislation. Information will only be shared where necessary to investigate and resolve the complaint.

7. Record Keeping

We maintain a record of all complaints, including:

- Details of the complaint
- Investigation findings
- Outcomes and actions taken

This helps us monitor performance and improve our services.

8. Availability of This Procedure

This Complaints Handling Procedure:

- Is available on request
- Can be provided at the outset of any appointment
- May be included within our Terms of Engagement

(As recommended by ARB guidance.)

9. Continuous Improvement

We review complaints regularly to identify trends and implement improvements to our services and procedures.