

Our Complaints Procedure

Tailored Architecture is committed to providing our clients excellent service. Our director, Rob is a RIBA chartered Architect and is bound by the Codes of Conduct of both the RIBA and ARB. Copies are available from the RIBA and ARB websites.

We are very sorry that you feel you have cause for complaint and will do all we can to either rectify or clarify any problems there are as speedily as possible.

The following will guide you through the complaints process.

Stage 1 - Informal Discussions

Raise your concern with the person you are dealing with at Tailored Architecture Limited and see if the matter can be resolved without having to make a formal complaint. Often issues in the early stages are misunderstandings, which can be sorted easily. Rob is always available and happy to discuss any aspects of projects in the first instance.

STAGE 2 - Formal Written

If you are still dissatisfied, please write to directly to Rob Bracey, Director of Tailored Architecture Limited., clearly outlining the complaint, quoting the job reference number. The Director will acknowledge receipt of your letter within 7 days and give you a written response to the complaint once we have had an opportunity to investigate the matter, this will be within 21 days of receipt of the initial letter.

Mediation

In the unlikely event that you are still unhappy but have exhausted Tailored Architecture Limited's own complaints procedure, you might like to try mediation. This is an informal procedure aimed at resolving difficulties, which have arisen between an architect and client. It is particularly suitable when the relationship has broken down and communication has become a problem. The mediator can act as the intermediary to try to re-establish good working relations. The mediator will assist in negotiations between both parties, either with everyone present, or separately, to try to reach a solution. Mediation does not of itself impose a resolution. The settlement eventually reached will only become binding with the consent of all the parties.

The Royal Institute of British Architects provides this service:
<https://www.architecture.com/RIBA/Professionalsupport/Professionalstandards/Mediation.aspx>

Complaints about Professional Conduct or Competence

If your complaint is about the professional conduct or competence of a Registered Architect, it may be referred to the Royal Institute of British Architects or the Architects Registration Board.

Please follow the links below to see what you should do next:
<https://www.architecture.com/RIBA/Professionalsupport/Professionalstandards/DisputeResolution.aspx>
<http://www.arb.org.uk/concerns-about-an-architect>

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