



## P14 - COMPLAINTS HANDLING POLICY

Howarth Litchfield (HL) aim to provide a high quality of service to our clients. Let us know if you feel we have not achieved that aim and we will try our best to put things right. Feedback - both good and bad - helps us continue to improve our service.

HL's Complaints Handling Policy has been drafted in accordance with our professional bodies the RIBA and the IBID. The process has two stages, as outlined below.

Stage one will allow us to review your complaint in full and try to resolve the issue satisfactorily. If the issue cannot be resolved to your satisfaction you have the opportunity to take your complaint to stage two, which will give you the opportunity to have your complaint reviewed and considered by an independent redress provider.

### How to Complain – Stage 1

If you have a complaint about our service, normally the best way to resolve it is through the Project Lead you have been dealing with. You can do this over the phone, by email, in writing, or you may be able to make an appointment to see them in person. The Project Lead will confirm any conversations back to you to make sure that your issue is accurately understood and recorded.

If you feel that this is not the right way to resolve your complaint, or you have already tried and are not satisfied with the outcome, you should make a formal complaint by contacting a Director of the practice. Again the Director will confirm any conversations back to you.

You will receive an acknowledgement of your complaint within 7 days.

### How to Complain – Stage 2

We are committed to resolving your complaint fairly and quickly. In most cases this can be done if you contact us as soon as possible using 'stage 1' as outlined above. We will try to resolve your complaint by listening to your concerns and agreeing a solution with you. However if this cannot be achieved you can take your complaint to the RIBA at the following address.

Royal Institute of British Architects,  
Head of Professional Standards,  
66 Portland Place,  
London W1B 1AD  
Tel: 0207 580 5533 // E-mail: [info@riba.org](mailto:info@riba.org)

Signed

on behalf of Howarth Litchfield

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Drafted by EB / Checked by JY