

Complaints Handling Procedure – Architecture



CTG Consultancy'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 a surveying matter, the first step is to contact the Partnership Secretary, at our offices at 5 Eccleston Street, London SW1W 9LY. Where the complaint is initially made orally, you will be asked to send a written summary of your complaint.
- Once the Partnership Secretary 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 Partner responsible for dealing with complaints, Duncan Mulholland at 5 Eccleston Street, London SW1W 9LY, setting out the reasons for your dissatisfaction.
- Within twenty one days, he will write to you to advise the outcome of his 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 8566, Email: adjudication@inst.riba.org) or the Architects Registration Board (8 Weymouth Street, London W1W 5BU, Tel: 020 7580 5861).

A handwritten signature in black ink, appearing to read 'D. Ross', written over a horizontal line.

David Ross
Senior Partner
24 March 2014

This policy was last reviewed and updated in February 2013 and is due for review in March 2015.