
OUR COMPLAINTS PROCEDURE

VIEW Associates are a Chartered RIBA practice and are bound by the Code of Conduct of both the RIBA and the ARB. Copies of the Codes can be obtained from the websites of the relevant organisations (www.riba.co.uk & www.arb.org.uk).

VIEW Associates' reputation is underpinned by our commitment to delivering an excellent service to our clients. We recognise 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 guide you through our complaints process.

STAGE 1 – Informal Stage

In the event of a complaint relating to an architectural matter, in the first instance raise your concern with the person you are dealing with at VIEW Associates Ltd 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. If this does not resolve the problem please speak to the Architect responsible for your project whose name will be on the agreement you have or on the correspondence you received from VIEW Associates Ltd.

STAGE 2 – Written Stage

If you are still dissatisfied, please write to Ian Jones, Director of VIEW Associates Ltd, clearly outlining the complaint, quoting the job reference number and the person you have been dealing with. 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 VIEW Associates Ltd'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>

<https://www.arb.org.uk/concerns-about-an-architect>

Ian Jones, Director of VIEW Associates BA (Hons) Dip Arch RIBA