

## Complaints Procedure and Positive feedback

**bpArchitecture** believes that you are at the heart of everything we do and will always strive to provide you with the best possible service.

We recognise that sometimes things can go wrong, and when they do, we want you to tell us so we can resolve them as soon as possible.

We also value positive feedback, reports on satisfactory conduct of the practice and our staff, testimonials and referrals. Your opinion is important to us to ensure that we continue to give a valued service to our clients.

### What to do when something has gone wrong.

First, contact the person highlighted as the main point of contact within your appointment letter. They will be fully equipped to deal with your concerns. You may also contact the Senior member of staff allocated to oversee your project.

### Do you have to put your complaint in writing?

It is not necessary to put your complaint in writing, if you prefer, you can phone us, send an email, or visit our offices. If you do write to us, please make sure to provide all the relevant details including the project number and your daytime contact telephone number, email address, to help us promptly sort out what may have gone wrong.

### How quickly will you receive a response?

This depends on what has gone wrong. We will endeavour to resolve your concerns as quickly as possible.

However, if we find it is going to take longer, we'll let you know within five working days and tell you when you can expect a full response. This full response will usually be within four weeks.

### What you should do if you're unhappy with our initial response.

If you are not satisfied with our first response, and your complaint is not being dealt with by a Director, then the next stage would be to contact the Director in charge. Again we will endeavour to respond as soon as possible. This full response will usually be within four weeks.

### What to do if you think we've failed to resolve the problem

In the unlikely event we have been unable to resolve your concerns, you can make a formal complaint to the Architect's Registration Board or the Royal Institute of British Architects.

Contact details for the ARB are:

Architects Registration Board  
8 Weymouth Street, London, W1W 5BU  
Tel: 020 7580 5861

[www.arb.org.uk](http://www.arb.org.uk)

How to Contact us:

bpArchitecture Ltd  
93 High Street Biddulph Staffordshire ST8 6AB  
Tel: 01782 515555 [www.bparchitecture.co.uk](http://www.bparchitecture.co.uk)

### Feedback, Testimonials and Referrals

Your opinion matters to us.

We would also like to hear from you if you have some positive feedback, have something to say about the project, scheme design or Staff members. Please write to us, email us via the Contact sheet on our website, or comment on our Facebook or Twitter pages. When a project is completed and we send you a feedback form it would be very helpful to us if you fill this in and send this back to us so that we can take on board any comments made.

We work on repeat business and so what you think of us is important to us.

Staff should read this document and sign the relevant policy sheet on Reception

