

COMPLAINTS PROCEDURE

Ecotecture Ecological Design Limited's reputation is underpinned by our commitment to delivering an excellent service to our clients. We are sorry that you feel you have cause for complaint and will do all we can to either rectify or clarify any problems as promptly as possible.

If you have a complaint to make, this note sets out the procedure to be followed in respect of our architectural services.

Stage 1 - Informal Stage

Most complaints are the result of misunderstandings. In the event of a complaint, please raise the matter in the first instance with the person you are dealing with at Ecotecture Ecological Design Ltd to see if the matter can be resolved without having to make a formal complaint. However, where the complaint is initially made orally and you are still dissatisfied, you will be asked to send a written summary of your complaint clearly outlining the complaint and quoting the job reference number and the person you have been dealing with to the Director of Ecotecture Ecological Design Ltd.

Stage 2 - Written Stage

The Director will contact you in writing within seven days to acknowledge receipt of your complaint. Within a further twenty-one days we will then give you a written response once we have reviewed your written summary of the complaint, and 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.

Mediation

If you remain dissatisfied but have exhausted Ecotecture Ecological Design Limited's own complaints procedure and are unhappy with any aspect of our handling of your complaint, it may be referred to the Royal Institute of British Architects or Architects Registration Board (website links shown below)

<https://www.architecture.com/RIBA/Professionalsupport/Professionalstandards/DisputeResolution.aspx>
<http://www.arb.org.uk/complaints/>