

VISION MILL ARCHITECTS

Complaints Handling Procedure

Vision Mill Architects is a RIBA Chartered Practice and as part of the RIBA Code of Practice for Chartered Practices, a written complaints handling procedure is required.

Complaint Handling Procedure – Chartered Practice (client complainant)

Vision Mill Architects takes any complaints seriously and will endeavour to ensure a timely resolution to any complaint that is made about our services.

1. Any concerns or complaints relating to a project in which you claim an interest should be communicated in writing to the lead architect for the project, in the first instance. The lead architect will endeavour to answer and resolve any concerns through correspondence and / or meetings.
2. If the lead architect's responses do not resolve the matter, you may ask for the matter to be referred to a director for response. That director will endeavour to answer and resolve any concerns through correspondence and / or meetings.

If this further stage does not resolve the matter and you feel that the process of negotiation has been exhausted, then you may refer to the dispute resolution options as set out in our original architect's agreement.

3. Mediation - The Parties may agree to try to resolve their differences through mediation without prejudice to any other dispute resolution rights.

With regards to the appointment of a mediator, either Party may apply for a nomination or appointment to be made by the Royal Institute of British Architects.

4. Final Dispute Resolution Process - Litigation - The Parties select court proceedings for final dispute resolution.