

Customer Service Complaints

We are committed to providing a high quality, professional service to everyone who contacts us. We know that mistakes can sometimes happen, so if you're unhappy about something please let us know. Your feedback is both welcome and valuable as it helps us to see where things have gone wrong and what we need to do to improve our service.



A customer service feedback form is shown on a white background. The form consists of five rows of text and checkboxes, arranged diagonally from top-left to bottom-right. The text labels are: "Superb", "Excellent", "Great", "Good", "Fair", and "Not so Great". Each label is followed by a small, empty rectangular checkbox. A blue pen is positioned on the left side of the form, pointing towards the "Not so Great" option. The "Not so Great" checkbox is marked with a blue checkmark.

Superb	<input type="checkbox"/>
Excellent	<input type="checkbox"/>
Great	<input type="checkbox"/>
Good	<input type="checkbox"/>
Fair	<input type="checkbox"/>
Not so Great	<input checked="" type="checkbox"/>

If you have concerns about our service, please speak to the person who is dealing with the matter. We hope that your complaint can be settled informally at this stage, but if not, we will let you know what further action we will take. Complaints about our service could arise if, for example:

- you feel that we have been unhelpful, or a member of our staff has been rude to you
- you feel that we haven't kept you up to date with progress
- we haven't replied to your letters, emails or phone calls

Because we are the UK's regulator of architects, some of the decisions we make are based on our legislation – the Architects Act 1997 – or on rules that support the legislation. Even though we can't overturn or change a decision made under these regulations, your feedback is still valuable as it will help us to assess whether our processes are open, transparent and fair.

What we will do

If we can't resolve your complaint informally, we will arrange for a senior member of staff to conduct an investigation. We will acknowledge receipt of your complaint within five working days and let you have a full response within 20 working days. If we are unable to meet the 20-day target, we will let you know.

If you are dissatisfied with the outcome of this investigation, you can ask for the Registrar to review your complaint. The same timescales will apply, and the Registrar's decision will be final.



Customer Service Complaints Form

Please use this form to let us know if you have a complaint about our service. If you have any queries about completing it, please contact us either by phone on Freephone 0800 389 6221 or by fax on 020 7436 5269 or by email at ElaineS@arb.org.uk

Section 1 – About you

Mr Mrs Miss Ms Other

Your name _____

Your address _____

Post code _____

Home tel. no. _____

Daytime tel. no. _____

email _____

How would you like us to contact you?

- Home phone number
- Daytime phone number
- email
- Letter

If we contact you by phone, this will be between 9am and 5pm, Monday to Friday.

Section 2 – Details of your complaint

Tell us about your complaint in as much detail as possible

Section 3 – Putting things right

Tell us what you think would help to resolve the problem. Please note that we cannot award compensation.

Section 4 – How did you hear of ARB?

Please tick

- ARB website
- Consumer organisation, eg. Citizens Advice Bureau
- Architect
- Friend or relative
- Search engine _____

- Other _____

Complaints process diagram

