

Complaints about ARB service providers

The Architects Registration Board (ARB) relies on a number of advisers and service providers to assist in the delivery of its statutory obligations under the Architects Act 1997. This procedure sets out how complaints can be made about the conduct of those individuals that is relevant to ARB's work¹.

This procedure should not be used to complain about a decision made an individual while fulfilling their duties. Each area of work will have its own mechanisms for challenging those decisions, and you should refer to the relevant ARB department if you require further information in this area.

Procedure

In the first instance, an attempt should be made to communicate with the individual concerned to see if the complaint can be resolved informally. If this is not appropriate, or the complaint is too serious for such resolution, then the nominated Adjudicator should be contacted. The relevant Adjudicator will depend on the area of ARB's work - please refer to the table below.

The complaint should be made in writing to the Adjudicator, together with any relevant documentation or evidence. The complaint should include:

- A clear description of the circumstances giving rise the complaint
- Confirmation of whether the issues have been raised with the individual(s) subject to the complaint and what response, if any, was received
- A description of what a successful resolution of the complaint might be

If the complainant is unable to submit a complaint in writing, an unconnected staff ARB member will transcribe the complaint either by telephone or at a meeting, and get it signed by the complainant.

The Adjudicator will acknowledge the complaint and set out a timescale for considering the issues raised. The gathering of evidence may include seeking written representations from the parties, and may involve asking both or either party to the complaint to attend a meeting. The Adjudicator may also request evidence from third parties.

Once the Adjudicator has received and considered all of the relevant information, they will provide both parties with a written decision setting out their findings, including any further steps to be taken.

Appeal

If either party is dissatisfied with the decision of the Adjudicator then they may request that the finding is reconsidered by the Reviewer. Such a request must be made in writing within 14 days of receipt of the decision. The Reviewer will not reconsider the merits of the complaint, but look to see

¹ There are separate procedures for complaints about Board members or members of staff

whether the original consideration of that complaint was fair and sufficiently thorough. If it was not, then the Reviewer will refer the complaint back to the Adjudicator for further consideration.

The relevant Reviewer can be found in the table below.

Conflict of Interest

Where the Adjudicator cannot fairly consider the complaint due to a conflict of interest, the complaint will be considered by an alternative member of ARB’s Operational Management Group agreed with the parties.

Service Provider	Complaints Adjudicator	Reviewer
Prescribed Examiners	Head of Registration	Registrar
Independent Examiners	Head of Registration	Registrar
Prescription Committee Independent Advisers	Head of Qualifications & Governance	Registrar
Professional Conduct Committee members	Professional Conduct Committee Chair	HR provider
Professional Conduct Committee Chair	Investigations Oversight Committee Chair	HR provider
Investigations Pool members	Head of Professional Standards	Registrar
Inquirers	Head of Professional Standards	Registrar
Third Party Reviewers	Head of Professional Standards	Registrar
Solicitors	Head of Professional Standards	Registrar
External Auditors	Head of Finance & Resources	Registrar
Internal Auditors	Head of Finance & Resources	Registrar
IT consultants	Head of Finance & Resources	Registrar
External HR Specialist	Head of Finance & Resources	Registrar