[Architect’s name]

[Architect’s company – if applicable]

[Address 1]

[Address 2]

[Address 3]

[Your name]

[Address 1]

[Address 2]

[Address 3]

[Your contact telephone number / email]

[Today’s date]

Dear [architect’s name],

**Formal complaint**

I am writing to make a formal complaint against [name of individual who provided the service]. I believe you failed to provide me with a satisfactory service when [describe the service – for example designing an extension or acting as contract administrator] on [date or dates when the problem occurred].

My complaint is that:

* [List what you think went wrong or wasn’t done properly – be precise and to the point]

This resulted in:

* [Describe the impact of each issue – try and be factual and avoid emotional language]

In my view, you should:

* [Describe how you would like the architect to rectify the situation]

I understand that, in accordance with the Architects Code, you are required to acknowledge my complaint within 10 working days and then to respond formally to my complaint within 30 working days of this letter. In the meantime, if you need any further information from me, please [telephone me / email me /write to me at the address shown].

I look forward to hearing from you in the near future.

Yours sincerely,

[Your signature]

[Your printed name]