

Checklist: Responding to ARB

This checklist has been created as a guide to help you prepare your response to ARB. You are not required to use it, however it is recommended that you familiarise yourself with the content, as well as the guidance documentation provided to you (outlined below).

Your response may be submitted electronically or by hard-copy. Please note hard-copies are scanned onto our system so folders and staples should be avoided where possible. You should clearly indicate any original documents that you wish to be returned. If you are providing electronic files, these should either be emailed or sent via a file transfer site such as [WeTransfer.com](https://www.wetransfer.com). When emailing submissions to your Investigations Officer, we ask that you provide one email with attachments rather than forwarding multiple emails as this will help the office to manage the paperwork efficiently.

Please note that responses are routinely expected within 14 working days. If you require any reasonable adjustments in order to provide your response or are unable to meet the deadline please contact your Investigations Officer straight away.

Guidance List

- 'Dealing with a complaint'**
Provides information on managing a complaint from a client and an explanation of the ARB investigation procedure
 - 'What constitutes unacceptable professional conduct and serious professional incompetence?'**
Definitions of UPC and SPI and information on the Professional Conduct Committee and sanctions
 - 'IP - Decision Making Guidance'**
Outlines the case to answer test as well as the role and powers of the Investigations Panel
 - Architects Code: Standards of Conduct and Practice 2017**
Standards expected of a registered Architect
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Checklist

Response to the allegation

When responding to us, please ensure you provide a response to the allegation sent to you by ARB. You may use bullet points to set out your response if this is easier.

Please note that although the original referral may detail other issues not included in ARB's assessment, you are being asked to respond to ARB's allegation. If you wish to respond to other matters, you can do so but please do so separately from the allegation.

Also, note that your response and supporting evidence will be shared with the referrer and Investigations Panel. If there are any matters that you believe should not be shared please contact your Investigations Officer for advice.

Supporting evidence *(if required)*

You may submit evidence in support of your response to the allegation. Where possible it is helpful to provide an index to the evidence you are relying on and brief chronology where appropriate. Also please ensure wherever possible that all documentation is clearly labelled with page numbers.

If you are providing emails as evidence, it is particularly helpful if these are ordered from oldest to newest with as little duplication as possible. Most importantly, please do not provide duplicate evidence – where evidence has already been provided to ARB you can refer to this within the content of your response but you need not provide a copy of the same.

Professional Indemnity Insurance

As a matter of course, when carrying out an investigation, ARB will request your current professional indemnity insurance and ask you to confirm whether or not you have notified your professional indemnity insurers. If the allegation relates to insurance, it may be we require further information.

Your insurance documents are confidential and shall not be shared with the referrer.
