

## Get Planning and Architecture Ltd - Complaints Procedure

We are very sorry that you feel you have cause for complaint and will do all we can to either rectify or clarify any problems there are as speedily as possible. We adhere to the Royal Institute of British Architects (RIBA), the Architects Registration Board (ARB) and Royal Town Planning Institute (RTPI) codes of conduct when dealing with complaints and information on these can be found on the RIBA website ([www.architecture.com](http://www.architecture.com)), the RTPI website (<http://www.rtpi.org.uk/>) and the ARB website ([www.arb.org.uk](http://www.arb.org.uk)).

If we are unable to resolve any issues directly with you through our formal complaints procedure you can then decide to make a formal complaint to the professional body. You will need to show the RIBA and the ARB that you have raised the matter and completed our internal complaints process first. The RTPI process is slightly different.

The following information will guide you through the complaints process and contain the necessary forms required.

### **Stage 1 -Informal**

Raise your complaint with the person you are liaising with at Get Planning and Architecture Ltd and see if the matter can be resolved without having to make a formal complaint. Often complaints in the early stages are misunderstandings which can be resolved with relative informality.

### **Stage 2 - Written**

Write to the Principal Brian Gatenby RIBA, ARB, MRTPI, using the enclosed form clearly outlining the complaint, quoting the job reference number and the person you have been dealing with.

Brian will **acknowledge receipt of your letter within 7 days** and give you a **written response to the complaint** once he has had an opportunity to investigate the matter. This will be **within 21 days** of receipt of the initial letter.

### **Stage 3 – Complain to RIBA/ ARB/RTPI.**

If on receipt of the reply from Brian Gatenby you are still not satisfied with the outcome you can then decide to take the matter to the RIBA, ARB and/or RTPI. You can download the relevant forms and information of the appropriate procedures from the following web addresses:

- RIBA ([www.architecture.com](http://www.architecture.com)).
- ARB (<http://www.arb.org.uk/>).
- RTPI (<http://www.rtpi.org.uk/>).

If you need assistance in finding the relevant forms, please do not hesitate to contact us via email: [info@get-planning.co.uk](mailto:info@get-planning.co.uk).

**Complaints Procedure: Stage 2 Written**

**To:** Brian Gatenby

**Date:**

<b>Job Ref No.</b> (if known)	<b>Title:</b> Mr / Mrs / Dr / Ms
<b>Surname:</b>	<b>First Name:</b>
<b>Address</b>	<b>Tel No.</b>  <b>Mobile No.</b>  <b>E Mail:</b>

**Who has been your primary contact at Get Planning and Architecture Ltd?**

Nature of the complaint: (please give as much information as you can to help us investigate your complaint).

If you need more space please use the continuation sheet included after the stage 2 form.

This form can be emailed to [Brian@get-planning.co.uk](mailto:Brian@get-planning.co.uk)

