

Hugh Cullum Architects Ltd reputation is underpinned by our commitment to delivering an excellent service. As much of our work comes from personal recommendations from previous clients, happy clients are integral to our business model. As such, we take any complaints with the utmost seriousness.

All Architects workings at HCA are bound by the ARB's Codes of Professional Conduct, and whilst we are not a Chartered RIBA practice, HCA Ltd endeavours to follow the RIBA's Codes of Conduct. Copies of the codes can be found via the links below.

<https://arb.org.uk/wp-content/uploads/2016/05/Architects-Code-2017.pdf>

<https://www.architecture.com/-/media/GatherContent/Test-resources-page/Additional-Documents/RIBA-Code-of-Professional-Conduct--May-2019pdf.pdf>

We are very sorry if you have cause for complaint and will do all we can to either rectify or clarify any problems there are as speedily as possible. The following will guide you through the complaints process.

STAGE1 - INFORMAL STAGE

In the first instance, we ask that you raise your concern with the person you are dealing with at HCA Ltd and see if the matter can be resolved without making a formal complaint. We often find that issues can be caused by misunderstandings, which can be sorted if tackled early on.

If this does not resolve the problem, please speak to the Architect responsible for overseeing your project, whose name will be on the agreement you have or on the correspondence you received from HCA Ltd.

STAGE2 - WRITTEN STAGE

If you are still dissatisfied, please write to Hugh Cullum, Principal Director of HCA Ltd., clearly outlining the complaint, quoting the job reference number and the person with whom you have been dealing. The Director will acknowledge receipt of your letter within 7 working days and give you a written response to the complaint once we have had an opportunity to investigate the matter. This will be within 21 working days of receipt of the initial letter.

MEDIATION

Should you still be unhappy with our response and feel like you've exhausted HCA Ltd's in house complaints procedure, we would encourage you to engage with Mediation. This is an informal procedure aimed at resolving difficulties, which have arisen between an architect and client.

It is particularly suitable when the relationship has broken down, and communication has become a problem. The mediator can act as the intermediary to try to re-establish good working relations. The mediator will assist in negotiations between both parties, either with everyone present or separately, to reach a solution. Mediation does not of itself impose a resolution. The settlement eventually reached will only become binding with the consent of all the parties. The Royal Institute of British Architects provides this service:

<https://www.architecture.com/RIBA/Professionalsupport/Professionalstandards/Mediation.aspx>

Further information can be found here:

<https://www.architecture.com/-/media/GatherContent/Paywalled-resource-with-many-PDFs-VPC/Additional-Documents/MediationScheme.pdf>

COMPLAINTS ABOUT PROFESSIONAL CONDUCT OR COMPETENCE

If your complaint is about the professional conduct or competence of a Registered Architect, it may be referred to the Architects Registration Board. Please follow the links below to see what you should do next:

<http://www.arb.org.uk/concerns-about-an-architect>