

COMPLAINTS HANDLING

Company Policy

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Revision	Date	Updates	Owner
1	19/07/2022	Initial issue	AS

POLICY AIMS

This document details the process for handling Complaints received by Turo Architects Ltd.

A Complaint is an expression of dissatisfaction, doubt or disappointment made to or about Turo Architects, related to its products, services, personnel or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected.

A complaint does not affect any legal rights a party might otherwise have under contract or otherwise available in law.

- We are a Chartered RIBA practice and are bound by the Codes of Conduct of both the RIBA and the ARB. Copies of the Codes can be obtained from the websites of the relevant organisations.

<https://www.architecture.com/knowledge-and-resources/resources-landing-page/code-of-professional-conduct>

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

- Our BRE certified members provide BIM management services. They are bound by the BRE Global BIM Certified Practitioner Scheme Code of Conduct.

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, as quickly as possible.

The following will guide you through the complaints process steps:

1. PROJECT LEAD COMPLAINT

Any concerns or complaints relating to a project in which you claim an interest should be communicated in writing to the **Project Leader**, in the first instance. The Project Leader will endeavour to answer and resolve any concerns through correspondence and / or meetings.

2. CERTIFIED MEMBER COMPLAINT

If the Project Leader's responses do not resolve the matter, you may ask for the matter to be referred to:

- The **RIBA Member** designated as the client contact at the outset of the project, for all architectural complaints.

- The **BIM Certified Practitioner** designated as the client contact at the outset of the project, for all BIM management complaints.

That person will endeavour to answer and resolve any concerns through correspondence and / or meetings.

3. DIRECTOR COMPLAINT

If the client contact's responses do not resolve the matter, you may ask for the matter to be referred to a Director. The Director will endeavour to answer and resolve any concerns through correspondence and / or meetings.

The Director will acknowledge receipt of your letter within 2 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 15 working days from the receipt of the written complaint.

Our Directors' contact details are below:

Alex Stoian alex.s@turoarchitects.co.uk

Ozan Gumrah ozan.g@turoarchitects.co.uk

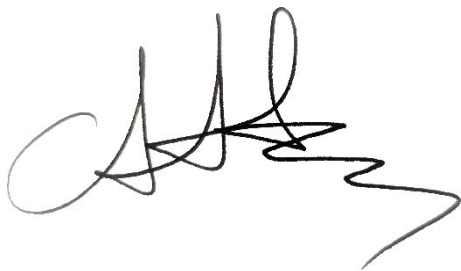
4. DISPUTE RESOLUTION

If all above stages do not resolve the matter and you feel that the process of negotiation has been exhausted, you may refer to the dispute resolution options as set out in the original architect's appointment document.

POLICY REVIEW

The policy is to be reviewed annually as a minimum, with the next review date being no later than May 2023.

SIGNED:

A handwritten signature in black ink, appearing to be "Alex Stoian", written over a horizontal line.

Alex Stoian ARB, RIBA
Director
For and on behalf of Turo Architects Ltd.

The logo for Turo Architects, identical to the one at the top of the page, featuring the word "TURO" with a stylized "O", a vertical bar chart, and the word "ARCHITECTS" below.

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