

# CUSTOMER SERVICE COMPLAINTS FORM



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## Customer Service Complaints

Please use this form to tell us about your complaint, so that we can resolve it. If you need help with completing this form or have any queries on it, please contact us at [corporate@arb.org.uk](mailto:corporate@arb.org.uk) or by phone at +44 (0) 20 7580 5861.

## How we will handle your complaint

If we can't resolve your complaint informally, we will arrange for a senior member of staff to conduct an investigation. We will acknowledge receipt of your complaint within 5 working days and give you a full response within 20 working days. We will let you know if we will be unable to meet that target.

If you are dissatisfied with the outcome of this investigation, you can ask for the Registrar to review your complaint. The same timescales will apply, and the Registrar's decision will be final.

As the UK regulator for architects, some of the decisions we make are based on our legislation – the Architects Act 1997 – or on rules that support the legislation. Even though we can't overturn or change a decision made in accordance with legislation, your feedback is still valuable as it will help us to assess whether our processes are open, transparent and fair.

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## Customer Service Complaints Form

### Section 1 - About you

Mr                  Mrs                  Miss                  Ms                  Other

Name

Address

Continued →

Postcode

Home te. no.

Daytime tel. no.

Email

**How would you like us to contact you?**

Home phone number

Daytime phone number

Email

Letter

If we contact you by phone, this will be between 9am and 5pm, Monday to Friday.

**Section 2- Details of your complaint**

Tell us about your complaint in as much detail as possible.

Continued →

### Section 3 - Resolving your complaint

Tell us what you think would help to resolve the problem. **Please note that we cannot award compensation.**

### Section 4 - How did you hear of ARB?

ARB website

Consumer organisation, eg. Citizens Advise Bureau

Architect

Friend or relative

Search engine \_\_\_\_\_

Other \_\_\_\_\_

Continued →

## Complaints process diagram

