CUSTOMER COMPLAINTS PROCEDURE

1. OUR COMMITMENT

WS Chartered Architects Ltd is committed to providing a high-quality professional service. If you are dissatisfied with any aspect of our service, we encourage you to tell us so that we can resolve the matter promptly and fairly.

This procedure is in accordance with the requirements of the Architects Registration Board and the Royal Institute of British Architects Codes of Conduct.

2. HOW TO MAKE A COMPLAINT

Complaints can be made by email, letter, or telephone. Please provide as much detail as possible, including your project reference and the nature of your concern.

Contact:
Matthew Steart, Director

WS Chartered Architects Ltd
6 Tuly Street
BARNSTAPLE
Devon
EX31 1DH

☎: 01271 379050
✉: enquiries@woodward-smith.co.uk

3. COMPLAINTS PROCESS

Stage 1 – Informal Resolution

In the first instance, please raise your concern with your usual contact at the practice. Many issues can be resolved quickly at this stage.

Stage 2 – Formal Complaint

If the matter is not resolved, please submit your complaint in writing to the Director.

- We will acknowledge your complaint within **10 working days**
- We will investigate and provide a written response within **21 working days**

Stage 3 – Final Response

Following our investigation, we will issue a final written response setting out our conclusions and any actions to be taken.

Stage 4 – Independent Resolution

If you remain dissatisfied, you may consider:

- Mediation, including services provided by the RIBA
- Referral to the Architects Registration Board if the complaint relates to professional conduct or competence

4. CONFIDENTIALITY

All complaints will be handled sensitively and in confidence.

5. Record Keeping and Review

We maintain a record of all complaints and use this information to improve our services and procedures.

6. FURTHER INFORMATION

Further information on professional standards can be obtained from:

- Architects Registration Board
- Royal Institute of British Architects

Signed:

Matthew Steart, Director, WS Chartered Architects Ltd

Date: 09th April 2026