

BCR Infinity Architects Complaints Procedure Policy

BCR Infinity Architects is a Chartered Practice of the Royal Institute of British Architects and operates in accordance with the RIBA Code of Practice and associated professional standards. This includes the core principles of **Honesty and Integrity, Competence and Relationships**, together with the professional values that support them.

For further reference, see:

<https://www.architecture.com/knowledge-and-resources/resources-landing-page/code-of-practice-for-chartered-practices>

1.0 Purpose of This Procedure

- 1.1 This procedure explains how we handle complaints fairly, consistently and promptly in relation to any service provided by BCR Infinity Architects.
- 1.2 A complaint may relate to any aspect of our professional services where a client or stakeholder believes there has been dissatisfaction, poor service or failure to meet agreed standards.

2.0 How to Raise a Complaint

- 2.1 In the first instance, complaints should be raised in writing to the lead architect responsible for the project. Early informal resolution is encouraged wherever appropriate.
- 2.2 If the matter is not resolved at project level, it should be escalated to a company Director using the contact details below.

3.0 Contact Details

Cambridge Office

Chris Jones, Director
4 Wellington Court
Wellington Street
Cambridge
Cambridgeshire
CB1 1HZ
Email: Chris@bcr-infinityarchitects.co.uk

Bury St Edmunds Office

Aoife O'Gorman, Director
The Stable Block
8 Angel Hill
Bury St Edmunds
Suffolk
IP33 1UZ
Email: Aoife@bcr-infinityarchitects.co.uk

4.0 Our Complaints Process

Acknowledgement

- 4.1 We will acknowledge receipt of your complaint within **7 days**, confirm understanding of the issue and request any additional information if required.
- 4.2 All complaints are recorded in a central complaints register and assigned a reference for tracking and review.

Investigation

4.3 The Directors will carry out a thorough investigation. This may include:

- Review of project files and correspondence
- Discussions with relevant team members
- Review of contractual and professional obligations

4.4 We aim to provide a written response within **28 days** of receiving the complaint. If the matter is complex, we will notify you and provide a revised timescale.

Resolution Meeting

4.5 Where appropriate, we may invite you to a meeting (in person or online) with the Directors to discuss the issue and explore resolution options.

4.6 A written summary of any agreed outcome will be provided following the meeting.

Review Stage

4.7 If you are dissatisfied with the initial response, you may request a formal review.

4.8 The Directors will review the original decision and respond within **14 days** of receiving your request.

External Escalation

4.9 If, following completion of our internal process, you remain dissatisfied, you may refer the matter to the Royal Institute of British Architects for guidance on further available routes under their professional conduct framework.

5.0 Confidentiality and Data Protection

5.1 All complaints will be handled sensitively and in confidence, sharing information only with those who need it to investigate and resolve the matter.

5.2 Complaint records will be managed in accordance with applicable data protection legislation (including UK GDPR) and retained only for as long as necessary for professional, legal, or regulatory purposes.

6.0 Principles of Fair Handling

6.1 We are committed to:

- Handling all complaints fairly, respectfully, and without prejudice
- Ensuring no adverse treatment arises from raising a complaint
- Seeking resolution through constructive dialogue wherever possible
- Learning from complaints to improve our services and procedures

7.0 Continuous Improvement

- 7.1 All complaints are reviewed periodically to identify trends and opportunities for improvement in service delivery and quality management systems.

8.0 Summary

- 8.1 BCR Infinity Architects aim to resolve all complaints promptly, transparently and professionally, ensuring compliance with RIBA standards and maintaining trust in our services.

9.0 Monitoring and Review

- 9.1 The policy will be monitored (or if a situation occurs which necessitates any amendment) and subject to formal annual review by the Company Directors.

Signature:
Aoife O'Gorman



Position: Director
Date: 11 June 2026

Signature:
Christopher Jones



Position: Director
Date: 11 June 2026

Policy Review Date: 10 June 2027