

## 1.0 INTRODUCTION

Devlin Architects Ltd ("the Company") recognises the importance of having a Compliment and Complaints policy in place for the practice.

### 1.1 WHO WE ARE

Devlin Architects Ltd was formed 2015 by Simon Devlin. We are a small practice that works within the residential and education sectors.

We are passionate about design and architecture, and about creating spaces for our clients to enjoy. Our focus is on the client and their needs. Their requirements are paramount to ensuring that every aspect of the design fulfils their vision. The ideas will be driven by this and influenced by each site, its environment, and their budget.

## 2.0 OUR AIM

Devlin Architects Ltd is committed to providing a quality service and working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our clients and stakeholders, and by responding positively to complaints, and by putting mistakes right.

Therefore, we aim to ensure that:

- making a compliment or complaint is as easy as possible
- we welcome compliments, feedback and suggestions
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for a response
- we deal with it promptly, politely and, when appropriate, confidentially
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures

We recognise that many concerns will be raised informally and dealt with quickly.

Our aims are to:

- resolve informal concerns quickly
- keep matters low-key

This policy ensures that we welcome compliments and provide guidelines for dealing with complaints from members of the public about our services and staff.

## 3.0 DEFINITIONS

A compliment is an expression of satisfaction about the standard of service we provide.

A complaint is defined as any expression of dissatisfaction; however, it is expressed. This would include complaints expressed face to face, via a phone call, in writing, via email or any other

method. All staff should have sufficient knowledge to be able to identify an “expression of dissatisfaction” even when the word “complain” or “complaint” is not used.

### **3.0 PURPOSE**

We are always glad to hear from people who are satisfied with the services we offer. All compliments are recorded, acknowledged, and a copy is sent to the relevant service manager to provide feedback to the member of staff or service.

### **4.0 COMPLAINTS**

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

### **5.0 RESPONSIBILITIES**

Devlin Architects Ltd responsibility will be to:

- acknowledge the formal complaint in writing;
- respond within a stated period of time;
- deal reasonably and sensitively with the complaint; and
- take action where appropriate and able to do so.

A complainant's responsibility is to:

- bring their complaint, in writing, to Devlin Architects Ltd attention normally within 8 weeks of the issue arising;
- raise concerns promptly and directly with a member of staff in Devlin Architects Ltd;
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow Devlin Architects Ltd a reasonable time to deal with the matter, and
- recognise that some circumstances may be beyond Devlin Architect's control.

### **6.0 CONFIDENTIALITY**

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Devlin Architects Ltd maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own facts). Should this be the case, the situation will be explained to the complainant.

### **7.0 COMPLAINTS PROCEDURE**

Written records must be made Devlin Architects Ltd at each stage of the procedure.

#### **Stage 1**

In the first instance, staff member(s) must establish the seriousness of the complaint. An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

## Stage 2

If the complaint cannot be resolved informally, the member of the public should be advised that a formal complaint may be made, and the following procedure should be explained to them. It may sometimes be appropriate for a different member of staff, preferably a member of the Management Team, to make this explanation.

- a) A formal complaint can be made either verbally or in writing to the practice.
- b) Step one: In all cases the complaint will be reviewed by our Non-Architectural Director to ensure fair and reasonable review is held.
- c) Step two: In all cases, the complaint must be passed on to Mr Simon Devlin (Director & Architect of Devlin Architects Ltd).
- d) Either the Non-Architectural Director or, Mr Simon Devlin of Devlin Architects Ltd (Director / Architect) - depending on the nature of the complaint, must acknowledge the complaint in writing within one week of receiving it.
- e) The complaint will be investigated and reviewed in full. Any conclusions reached should be discussed in-house between the Directors.
- f) The person making the complaint will receive a response based on the investigation within four weeks of the complaint being received. If this is not possible then a letter must be sent explaining why.

## Stage 3

If the complaint cannot be resolved, or the complainant should be informed of their right to make a formal complaint direct to ARB or seek other avenues.

This policy will be reviewed as the practice grows to develop this procedure further.

### **This policy has been approved & authorised by:**

**Name:** Simon Devlin

**Position:** Director

**Date:** 01-09-2025

**Signature:**