Austin·Smith:Lord

Practice

Complaints Procedure

19 January 2026

GMR

Austin-Smith:Lord Ltd is a Royal Institute of British Architects (RIBA) Chartered Practice, Registration Number 34241P and is committed to maintain the RIBA Code of Practice (available at www.riba.co.uk) together with the Architects Registration Board (ARB) Architects Code: Standards of Professional Conduct and Practice (available at www.arb.org.uk).

Austin-Smith:Lord's professional services are based on our Mission Vision and Values and we aim to carry out our services with integrity and professionalism at all times.

However, Austin-Smith:Lord recognises that there may be occasions where misunderstandings and disputes arise with clients, co-consultants or third parties through our professional work. We encourage dialogue as being the first course of actions to seek a resolution. However, where a matter cannot be resolved in a mutually satisfactory manner and a complaint arises, the following procedure should be followed:

Step 1

Please raise your compliant in writing to the Project Leader responsible for the project. The Project Leader will endeavour to answer and resolve any issues through correspondence and/or meetings.

Step 2

If you are dissatisfied and do not feel the matter has been resolved, please write to the Executive Director responsible for the project.

Once the Executive Director has reviewed your written summary of the complaint, we will contact you in writing within fourteen days to inform you of our understanding of the circumstances leading to your complaint.

You will be invited to make any comments that you may have in relation to this. Within a further twenty-one day period, we will advise you of the outcome of our investigation and inform you what actions have been or will be taken.

Step 3

If you are still dissatisfied, please write to Graham Ross, Chief Executive Officer, at 25 Bothwell Street, Glasgow G2 6NL advising the name of project in question and outlining your complaint.

The CEO will acknowledge your letter within seven days and within a further fourteen days will he will write to you to advise the outcome of his review of your complaint and advise what further actions have been or will be taken.

If you remain dissatisfied with the handling of your complaint, there are two further options you may wish to consider:

A mediation service provided by The Royal Institute of British Architects:
https://www.architecture.com/RIBA/Professionalsupport/Professionalstandards/Mediation.aspx

Refer your complaint to the Royal Institute of British Architects: RIBA Professional Standards Office (Tel: 0207.307.3649, email: adjudication@riba.org) or to the Architects Registration Board (8 Weymouth Street, London W1W 5BU, Tel: 020 7580 5861).

If your complaint is not project related or the Project Leader's name is not known, please write to Graham Ross, Chief Executive Officer, at 25 Bothwell Street, Glasgow G2 6N outlining your complaint - and advising the name of project in question if relevant.