

David Chipperfield Architects acknowledges that there might be occasions when clients or third parties are unhappy with, or as a result of, our professional work. We are committed to addressing and, where possible, resolving any issues in a satisfactory way. The procedure below defines our process for dealing with such complaints.

Complaints handling procedure:

- In the first instance, any concerns or complaints relating to a particular project or aspect of company's work should be communicated in writing (either by email or letter and marked as a 'complaint' in the subject header) to one of the statutory directors of David Chipperfield Architects Limited listed below.
- They will then liaise, if necessary, with the relevant director and/or project lead architect to review your concerns. We will confirm receipt of your letter or email within three days of receipt.
- Once the statutory director and/or director and the project lead architect have reviewed the complaint, the statutory director will endeavour to respond to you in writing within thirty days to inform you of the results of their investigation and review.
- If the statutory director's response does not resolve the matter, you are invited to make further comments in relation to the complaint and the reply, which will also be responded to within thirty days.
- If this further stage does not resolve the matter and you feel that the process of negotiation has been exhausted, then you may wish to discuss the matter further with the RIBA Professional Standards team.

Statutory directors:

David Chipperfield
Benito Blanco
Alasdair Graham
Graeme Laughlan
Julia Loughnane
Billy Prendergast
Robert Sandi

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