

Client Complaints Procedure

Agnos Studio Limited | Revision 00 | 27 September 2026

We are committed to providing a professional and high-quality service. If something has gone wrong or has not met your expectations, we encourage you to tell us so that we can understand the issue and try to resolve it promptly and fairly.

1. Raising a concern

If you have a concern, please raise it as soon as possible. Many issues can be resolved quickly through normal project communication. If the matter cannot be resolved informally, please make a written complaint using the details below.

Complaints contact	Scott Boote, Director
Email	info@agnos.studio
Telephone	0208 0500 573
Post	Agnos Studio Limited, 203 West Street, Fareham, Hampshire, PO16 0EN

Please include enough information for us to understand and investigate the matter. This should normally include:

- your name and contact details;
- the project or service concerned;
- a clear description of the issue and when it arose;
- any relevant supporting information or correspondence; and
- what you would consider a reasonable outcome, where you are able to say.

2. What you can expect

Acknowledgement	We will normally acknowledge a written complaint within 5 working days.
Investigation	We will review the relevant appointment, correspondence, calculations, drawings, records and other information. We may contact you if clarification or further information is needed.
Response	We aim to provide a written response within 20 working days of acknowledgement. If the matter is complex or we need more time, we will explain why and provide a revised target date.
Resolution	Our response will explain our findings and, where appropriate, any proposed remedy, corrective action or change to our procedures.

3. How we will review your complaint

As Agnos Studio Limited is a small practice, the Director is the named complaints contact and may also have been directly involved in the work concerned. In that situation, the complaint will still be treated as a formal review. We will reconsider the issue against the contemporaneous project records and the applicable scope, standards and professional obligations. Where it would materially assist a fair review, we may seek a limited independent peer review from an appropriately competent engineer.

We will keep a proportionate record of the complaint, the information considered, communications with you, the outcome and any actions arising. Complaints will be handled confidentially, subject to disclosures reasonably required to obtain professional, legal or insurance advice, to investigate the matter, or to comply with legal or professional obligations.

4. If you remain dissatisfied

If you remain dissatisfied after our final response, we may discuss whether independent mediation or another appropriate dispute-resolution process could help. Any such process would need to be proportionate to the issue and agreed by the parties, taking account of the terms of the relevant appointment.

If your complaint concerns the professional conduct or competence of a member of the Institution of Structural Engineers, you may also be able to refer the matter to the Institution. The Institution considers complaints against members under its Code of Conduct, but it does not act as a mediator or arbitrator for commercial disputes and does not determine negligence or ordinary fee and contractual disputes.

Further information: [Institution of Structural Engineers complaints procedure](#)

5. Learning and improvement

Complaints and other feedback are reviewed for lessons that can improve our service, communication, project management and quality procedures. Raising a complaint will not affect your right to receive a professional and fair service.

Nothing in this procedure limits any legal or contractual rights available to either party.

Prepared with reference to IStructE, Complaints handling for small practitioners (May 2026).