

## Notification Template

The information set out below will be displayed on the EU ADR/ODR Portal in relation to each notified ADR entity

**Name of ADR body:** Royal Institute of the Architects of Ireland (RIAI)

### Section 2: Contact details:

- **Address:** 8 Merrion Square, Dublin 2, D02 YE68
- **Email address:** [info@riai.ie](mailto:info@riai.ie)
- **Website:** [www.riai.ie](http://www.riai.ie)
- **Phone:** 01 676 1703
- **Fax:** 01 661 0948

### Section 1: Sectors and Types

**A: ADR entity is competent to deal with disputes in the following Sector(s):**

Any dispute concerning the provision of architectural services by an architect registered under the Building Control Act 2007 to a consumer acting otherwise than in the course of business.

**B: ADR entity is competent for disputes against traders established in :**

Ireland

**C: ADR entity is competent for disputes initiated by:**

- Consumers against traders (C2B)
- Traders against consumers (B2C)
- Both (C2B and B2C)

### Section 3: Procedures

**A: Fee details (if any) :**

€50 fee has to be paid by the consumer, fee for architects is covered by RIAI membership.

**B: Handle procedures in the following language(s) :** English

**Accept submissions in the following language(s) :** English

**C: Average length of the procedure (in Days or Months):** 90 days

**D: Conduct of the Procedure:**

**The procedure is done:**

- In writing
- Orally
- Both

**Does the procedure require the physical presence of the parties and/or their representatives?**

- Yes
- No
- In some cases

**E: Outcome of the procedure:**

**Is the procedure binding?**

- Upon agreement by both parties

**F: Grounds for refusal by ADR body to deal with complaint:**

- The consumer did not attempt to contact the trader first to try and resolve the matter bilaterally
- The complaint is being or has previously been considered by another dispute resolution or by the court