



## GTA CONSULTANTS

### OUR PROCEDURE FOR COMPLAINT HANDLING

As an RICS firm, we have in place a CHP, which meets the regulatory requirements. Our CHP has two stages. Stage one of the CHP gives our firm the opportunity to review and consider your complaint in full. Our firm will try to resolve your complaint to your satisfaction. If you are not happy with our response, you will have the opportunity to take your complaint to stage two. Stage two gives you, the client, the opportunity to have your complaint reviewed and considered by an independent redress provider, approved by RICS.

#### Stage One

If you have spoken to us about your complaint, please put the details of your complaint in writing. We ask that you put your complaint in writing to make sure that we have a full understanding of the reasons for your complaint. Please send your written complaint to:

Mr Glen Tipping BSc (Hons) MRICS, FCABE, FCIQB, C.Build.E  
GTA Consulting  
Dulcet House, Cranbrook Road, Hawkhurst, Kent TN18 4AR.  
Tel: 01580 752109  
[info@gtaconsulting.co.uk](mailto:info@gtaconsulting.co.uk)  
[www.gtaconsulting.co.uk](http://www.gtaconsulting.co.uk)

We will consider your complaint as quickly as possible, and will acknowledge receipt of your complaint within 7 days. If we are not able to give you a full response, we will update you within 28 days.

#### Stage Two

If we are unable to agree on how to resolve your complaint then you have the opportunity to take your complaint to an independent redress provider, as approved by RICS Regulatory Board. We have chosen to use the following redress providers:

For Consumer Clients:

##### **Centre For Effective Dispute Resolution**

70 Fleet St, London EC4Y 1EU  
Tel: 0207 536 6116  
[applications@cedr.com](mailto:applications@cedr.com)  
[www.cedr.com/consumer/rics/](http://www.cedr.com/consumer/rics/)

For Business-to-Business clients:

##### **Centre For Effective Dispute Resolution**

International Dispute Resolution Centre, 70 Fleet St, London EC4Y 1EU  
Tel: 020 7536 6060  
[info@cedr-solve.com](mailto:info@cedr-solve.com) [www.cedr-solve.com](http://www.cedr-solve.com)

## **GTA Operates a complaint logging system**

Our complaints log is in place to demonstrate the tracking and management of a complaint; and to demonstrate what actions have been taken and when; and to identify any training needs and reduce the number of complaints our firm receives. Any example of the information we collect is outlined below.

### **Complainant Details**

We include full details of the complainant within the complaints log. These include the contact name, postal address, email address, telephone and/or fax number.

### **Dates**

To demonstrate how timely a firm is dealing with complaints, we include the dates of when the complaint was received and when any actions are carried out.

### **Complaints handler and reference numbers**

We include the name of the person who is dealing with the complaint for ease of reference and allocate a reference number to the complaint to make it easier to locate the file.

### **Description of complaint**

Our complaints log will always include a description of the complaint, detailing what the complaint is about and ensuring that all correspondence is in writing. We will also establish if there has been a number of complaints about a particular area of work or about a particular individual which may need addressing further.

### **Investigation and outcome**

Our complaint log will outline what outcome the firm has reached through investigation of the complaint and what action will be/has been taken. We will include details of whether the matter has been referred to third parties.

### **Further action by our firm**

Our firm will consider whether any insights have been gained from the investigation of any complaint in order to reduce the number of complaints received or prevent a similar situation arising again. This could include the noting down of any potential areas of training the firm should offer; amendments to policies and procedures; individual training needs; and notification to third party providers.



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Complaint log	Complaint Details
Complainant Details: <ul style="list-style-type: none"> <li>• Name(s)</li> <li>• All available contact information (address, telephone, fax, email etc)</li> <li>• Any special circumstances?</li> </ul>	
Date complaint received	
Date complaint logged	
Logged by	
Complaint reference number	
Relevant Person Details: <ul style="list-style-type: none"> <li>• Firm or individual (name of person)</li> <li>• Multiple complaints about the same individual?</li> </ul>	
Details of complaint: <ul style="list-style-type: none"> <li>• Received in writing?</li> <li>• Description of complaint (what, where, when, who, why etc)</li> <li>• Has more than one complaint been received within the same area of work?</li> </ul>	
Investigation and outcome: <ul style="list-style-type: none"> <li>• What action has been taken?</li> <li>• Is complainant satisfied?</li> <li>• Referred to independent</li> </ul>	

<p>redress?</p> <ul style="list-style-type: none"> <li>• Insurers notified?</li> <li>• Complainant confirmed outcome in writing?</li> <li>• Has or is RICS involved?</li> </ul>	
<p>Action taken by firm to prevent re-occurrence and to reduce the number of complaints for that individual or that area of work</p>	
<p>Any other comments</p>	