



# RTPI

mediation of space · making of place

For our use only

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## Complaint Form

If you want to complain about the professional misconduct of an individual member of the RTPI please fill in this form.

You will need to read the notes on the last page of this form, the Institute's Code of Professional Conduct and the Complaints Procedure before you fill in this complaint form. You can view both documents on the website [www.rtpi.org.uk](http://www.rtpi.org.uk) by following the links to The RTPI, Professional Conduct. Alternatively you can request copies by phoning or writing to us (please see below).

This form is to help you make your complaint and to provide us with the necessary information about a member's conduct. Please use this form as it gives us the information we need to deal with your concerns quickly.

When you have filled this form in, please send it to:

The Complaints Investigator,  
Royal Town Planning Institute,  
41 Botolph Lane,  
London,  
EC3R 8DL.

Tel: 020 7929 9494

Fax: 020 7929 9490

E mail: [online@rtpi.org.uk](mailto:online@rtpi.org.uk)

Website [www.rtpi.org.uk](http://www.rtpi.org.uk)

In all cases, please tick the relevant boxes.

**Part 1**

**Your personal details**

Mr  Mrs  Ms  Miss  Other  (please give details)

Your surname: .....

Your first name: .....

Your address and postcode: .....

.....

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Your daytime phone number: .....

Your evening phone number: .....

Your mobile phone number: .....

Your email address: .....

**Part 2**

**Contacting you**

How would you like us to contact you? .....

Phone  Letter  Email

**Part 3**

**Details of the member you are complaining about**

Name of the member: .....

Name of firm / organisation: .....

Address and postcode of firm / organisation: .....

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Firm's phone number: .....

**Part 4**

**Work carried out by a member not employed by a local authority**

What kind of planning work was involved? .....

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Has the work been completed? If so, when was it completed? .....

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When did you first instruct the member? .....

Were you provided with written terms of engagement? .....

If so, please provide copies.

Have you lodged a complaint with the firm / consultant / organisation? .....

If so, please provide a copy together with any response received.

Has the matter been subject to court proceedings? .....

If so, please provide brief details and if the proceedings have been concluded please provide a copy of the judgement.

Is the matter subject to any on-going court proceedings? .....

If so, please provide brief details.

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**Finally please note...**

The RTPI cannot use its disciplinary powers to review the decisions of local planning authorities nor to investigate allegations of poor administration on the part of local planning authorities or other organisations.

The RTPI will not normally investigate allegations which fall within the competence of a criminal court, civil court, industrial tribunal, LGO or other duly appointed tribunal.

Where there is a remedy that could reasonably be available to you in civil proceedings the RTPI will investigate only after the conclusion of any such proceedings, or upon written undertaking from the parties concerned that no such proceedings will be commenced until after the conclusion of the investigation.

<p><b>Part 7</b></p> <p><b>Your Agreement</b></p> <p>I would like the Royal Town Planning Institute to consider my complaint. I understand that you may send a copy of my complaint form, together with any correspondence and documentation submitted by me, to the member for their comments.</p> <p>Your signature: ..... Date: ...../...../.....</p> <p><b>We recommend that you take a copy of this form before you send it to us.</b></p>
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