

Complaint Form

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

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The Royal Town Planning Institute

The Royal Town Planning Institute exists to advance the science and art of planning for the benefit of the public. To achieve this the Institute requires planning professionals to meet and maintain high standards of competence and conduct themselves in a way that inspires trust and confidence in the profession. Therefore the Institute publishes a code of professional conduct setting out the standards, ethics and professional behaviour expected of Members. RTPI Members are to adhere to five core principles, namely:

- Competence, honesty and integrity
- Independent professional judgement
- Due care and diligence
- Equality and respect
- Professional behaviour

Making a complaint against a member

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 these at

- [Code of Professional Conduct](#)
- [Complaints Procedures](#)

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 in this form please send it to

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

Tel: 020 7929 8194
E mail: conduct@rtpi.org.uk
Website www.rtpi.org.uk

For our use only

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**RTPI**

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Part 1: Your personal details

Designation	Mr/ Mrs/ Ms/ Miss/ Other
Your family name	
Your first name	
Your address	
Postcode	
Daytime phone number	
Evening phone number	
Mobile phone number	
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 the firm/ organisation	
Address and postcode of the firm/ organisation	
Phone number of the firm/ organisation	



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Part 4: Work carried out by a member not employed by a local authority

What kind of planning work was involved?	
Has the work been completed? If so, when was it completed?	
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 to the firm or 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 proceeding have been concluded please provide a copy of the judgement.	
Is the matter subject to on-going court proceedings? If so please provide brief details	



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Part 5: Work carried out by a member employed by a local authority

<p>Have you lodged a complaint to the local authority? If so please provide a copy together with any response received</p>	
<p>Have you complained to the relevant Local Government or Public Services Ombudsman? If so, when?</p>	
<p>Has the matter been determined by the Ombudsman? If so, please provide a copy of their report.</p>	

Part 6: Details of your complaint

<p>Please describe your concerns as clearly as possible in chronological order, making reference to the relevant clauses of the Code of Conduct.</p> <p>You will need to attach copies of relevant documents to support your complaint, but you should not need to send us large amounts of paperwork or any original documents at this stage. We will let you know if we need more information. We may send a copy of this form to the member for their comments.</p> <p>Please continue on another piece of paper if required.</p>	
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Part 7: Data Protection Statement

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, an Ombudsman 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.

The information you provide in this form together with all further correspondence/documentation submitted in relation to this complaint will be held securely on the RTPI's database and will be processed in accordance with the Data Protection Act 2018 for the purpose of assessing and investigating this complaint in accordance with the RTPI complaints Procedures. The RTPI will neither disclose, nor permit members of its staff to disclose, any confidential and/or personal information you provide unless required to do so by law and/ or in accordance with the RTPI complaints procedures.

We would like to use the information you provide to help us investigate your complaint. This may include sharing information with the person you are complaining about so they can respond to the complaint. Any personal data contained within your complaint will be redacted prior to your complaint being shared. If you provide personal data for anyone apart from the member who is the subject of your complaint please ensure you have their explicit permission to share their data with us.

If you consent to us using your data in this way please tick the box below to confirm your consent.

Could you please also confirm you have permission to share any personal data in your complaint by ticking the box below.

If you do not tick these boxes we will be unable to process your data. You can withdraw your consent at any time by contacting us at dataprotection@rtpi.org.uk

Part 8: Your agreement

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.

I have explicit permission to share any personal data contained with my complaint.

Your signature

Date

We recommend that you take a copy of this form before you send it to us.