

**CTA Surveyors**  
**COMPLAINTS HANDLING PROCEDURE**

In the event that a client, or a member of the public, has cause for complaint with regard to actions of any member/associate of CTA Surveyors, the following procedure will be adopted in the event of a complaint being received.

1. All complaints should be made to Clive R Tatlock FRICS, 14 Bishopsmead Parade, Ockham Road South, East Horsley, KT14 6RT.
2. Where your complaint is initially made orally, you will be requested to send a written summary of your complaint to the person above.
3. Once we have received your written summary of the complaint, we will contact you in writing within 7 (seven) days of receipt of the complaint to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.
4. Within 21 (twenty-one) days of receipt of your written summary, Clive R Tatlock will write to you in order to inform you of the outcome of the investigation into your complaint and to let you know what action will be taken.
5. In the event that the complainant remains dissatisfied with the result of the internal investigation, the complaint is open to be submitted to  
RICS Dispute Resolution Service  
Surveyor Court, Westwood Way, Coventry CV4 8JE

Note:

The time limits indicated are subject to amendment depending on the type of complaint and whether this involves other parties.