

Complaints Procedure

Aspen Planning Limited

1. Introduction

- 1.1 Aspen Planning Limited take complaints about our work, staff and levels of service very seriously. If you are not satisfied please follow the below process for raising a formal complaint.

2. What complaints we can and cannot deal with

- 2.1 Aspen Planning Limited can only handle complaints about the work, staff and levels of service provided by Aspen Planning Limited. Aspen Planning Limited cannot deal with complaints regarding any organisation working alongside Aspen Planning Limited.
- 2.2 If you want to speak to someone about a complaint please contact one of the directors on 01353 634114 between the hours of 9.00am and 5.00pm Monday to Friday, excluding bank holidays where we will try to resolve the issue if we can.
- 2.3 If you prefer to put your complaint in writing, in the first place write to the person who handled your project (this is usually the quickest way to resolve a problem) but if you are still not satisfied, ask for your complaint to be escalated to one of the directors.

3. What information we will need from you

- A clear, detailed description of what your complaint is about.
 - Copies of any letters or emails related to the complaint.
 - A correspondence case reference number, if you have it.
 - Your email address or postal address (so we can reply).
- 3.1 We aim to respond to complaints within 20 working days. If we cannot reply to you within this time, we will let you know and tell you when you can expect a reply.

4. What happens next

- 4.1 When you have made your complaint we will:
- send an email or letter to let you know that we have received it;
 - investigate your complaint, looking at whether your questions were answered and whether you suffered any injustice or hardship;

- revert back to you in writing what remedy would be fair and proportionate in the circumstances.

5. What to do if you are still not satisfied

5.1 If you are not satisfied with the outcome of your formal complaint by Aspen Planning Limited, you can make a formal complaint by post or online to either the Royal Institution of Chartered Surveyors (RICS) or the Royal Town Planning Institute (RTPI). Their details are below:

	Address	Online
RICS	RICS Headquarters Parliament Square London SW1P 3AD	complaints@rics.org.uk
RTPI	RTPI 41 Botolph Lane London EC3R 8DL	Make a complaint The Royal Town Planning Institute

5.2 Please note it is advisable to place detailed complaints in writing, where possible, to ensure your concerns are comprehensively covered.