

## Complaints procedure

### 1. Introduction

We always aim to provide a high standard of customer service to all Chartered Trading Standards Institute (CTSI) members, stakeholders and customers.

### 2. Making a complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve our service. We treat all complaints in confidence.

### 3. How you can make a complaint

You can complain by sending an email to the appropriate department, if you do not have the details for the correct department please email: [feedback@tsi.org.uk](mailto:feedback@tsi.org.uk). Alternatively, you can send a written complaint by post to Chartered Trading Standards Institute, 1 Sylvan Court, Sylvan Way, Southfields Business Park, Basildon SS15 6TH.

### 4. Complaints we can handle

We can only deal with complaints in relation to matters concerning CTSI or its subsidiary companies, we are unable to deal with complaints in relation to trading standards matters or local authorities.

### 5. Anonymous complaints

We deal with anonymous complaints under the same procedure; however, it is better if you can provide contact details so we can tell you the outcome of our investigation.

### 6. How we handle complaints

An executive will initially review the complaint. We will acknowledge a complaint within 5 working days and give you the name and contact details of the person investigating it.

Your complaint will be logged with our Membership & Governance Team.

We will keep you informed about the progress of the investigation. We aim to have all complaints completed within 28 working days unless we agree a different time scale with you.

### 7. Time limits

You should register a complaint as soon as you can after the date on which the event occurred. If you complain more than twelve months later, we may not be able to investigate properly. Consideration will, however, be given as to whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

**8. Further information**

This procedure does not replace any other processes or procedures that are in place such as the CTSI Code of Professional Conduct. Where other processes or procedures are in place which may be more relevant to your complaint these will take precedent over this procedure. You will be advised in the acknowledgement to your complaint if another procedure applies.