

Complaints log

Complainant details

NAME		COMPLAINTS NUMBER	
ADRESS		DATE LOGGED	
TELEPHONE		E-MAIL	

Special Circumstances (Visually impaired etc)

Firm/Individual details

COMPLAINT AGAINST FIRM	YES		COMPLAIN AGAINST INDIVIDUAL	YES	
	NO			NO	

NAME OF FIRM		NAME OF INDIVIDUAL	
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Details of complaint/ enquiry (what, when, where, who, why etc)

Complaint received in writing	YES		If no, date requested	
	NO			

Details of investigation and resolution

Complainant satisfied with resolution	YES	
	NO	

Confirmed in writing by complainant	YES	
	NO	

Requirement for redress mechanisms	YES	
	NO	

RICS involvement	YES	
	NO	

Action taken to prevent recurrence