



## Complaint Form

Complaints against individual members of CIHT must be made on this form.

Before filling in the form, please read CIHT's Code of Professional Conduct which can be found at <http://www.ciht.org.uk/codeofconduct>

Please note that CIHT will not normally

- proceed with a complaint if legal action is pending which might have a bearing on the outcome of its investigation
- investigate a complaint relating to the conduct of a member which is alleged to have occurred more than two years prior to the date of the complaint.

### 1. Your Personal Details

Title

Surname

First name

Full address

Daytime telephone no.

Email address

### 2. Details of the member you are making a complaint against

Name of member

Employing organisation or company name if self-employed

Employer/company address

Employer/company telephone number (including STD code)

### 3. Details of your complaint

My complaint relates to

Quality of work carried out by member

A member's behaviour

(tick as appropriate)

With reference to CIHT's Code of Professional Conduct, please give brief details of your complaint. If the complaint relates to quality of work, please include the dates that the work started and finished and attach any written agreement with regard to the scope of work.

If you have made a formal written complaint to the member and/or the member's employer, please provide a copy and a copy of any reply received.

If you have started legal proceedings against the member or the employing organisation, please provide brief details below.

#### **4. Your Agreement**

I have read and understood CIHT's Code of Professional Conduct and would like the Institution to consider my complaint. I understand that a copy of this form and attachments may be sent to the member for comment but that the information is private and confidential to this process.

Your signature

Date

When you have completed the form, please send it to:

**The Chief Executive,**

**CIHT, 119 Britannia Walk, London N1 7JE.**

**Please mark the envelope 'Private & Confidential'.**