

Complaints Handling Procedure

We hope that you would have tried to resolve any matter of contention with the Appointed Person dealing with your project in the first place. The Appointed Person for your case is set out in your Letter of Instruction. Failing this, and if you have a complaint, then this document sets out the two-stage procedure which we will follow in dealing with that complaint.

1. Stage One

1.1 A person has been appointed for each of our offices to deal with complaints, and initially you should not hesitate to contact Thomas Ogden, a Director of Bloomfields. Alternatively, if your complaint is about this Director, you should contact Dan Page, another Director of Bloomfields at:

77 Commercial Road, Paddock Wood, Kent TN12 6DS
Tel: 01892 831600

1.2. Where your complaint is initially made orally, you will be requested to send a written summary of your complaint, including as much detail as possible, to the person dealing with it.

1.3. Once we have received your written summary of the complaint, we will contact you in writing within three working days 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.

2. Stage Two

2.1. Within fifteen days of receipt of your written summary, the person dealing with your complaint will write to you to inform you of the outcome of the investigation into your complaint and to let you know what actions have been, or will be, taken.

2.2. If you are dissatisfied with any aspect of our handling of your complaint, you should contact Tim Duncan at Bloomfields, using the address and telephone number above.

2.3 Tim Duncan will personally conduct a separate review of your complaint and contact you within fourteen days to inform you of the conclusion of this review.

3. Stage Three

3.1 We will attempt to resolve the matter promptly through negotiations and otherwise agree to enter into mediation with you in accordance with the process operated by:

RICS Dispute Resolution Service, 55 Colemore Road, Birmingham B3 2AA
Tel: 020 7334 3806
drs@rics.org

3.2 Otherwise, you may choose to refer the matter in writing to:

The Complaints Investigator, Royal Town Planning Institute, 41 Botolph Lane, London EC3R 8DL
Tel: 020 7929 8194
conduct@rtpi.org.uk

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