

Complaints procedure



Here at RTC we are committed to providing a high-quality service to our clients. When something goes wrong, we need you to tell us about it to help us improve future clients experience and the standards which we provide.

If you have a complaint, please contact us with the details, you can call us on 01253 405511 or email us at admin@rtcgroup.co.uk. If you initially make your complaint verbally either face to face or over the telephone, we would ask you to put in to writing, either by email or by post the address provided at the bottom, to allow us to fully investigate the complaint.

What will happen next?

We will send you a letter or email acknowledging receipt of your complaint within five days of receiving it, enclosing a copy of this procedure.

We will then carry out an investigation regarding your complaint. This will include passing your complaint to the office manager, Stacey Buck, who will review your complaint and speak to the relevant member of staff, and if required, will carry out a site visit to gather additional information.

Once all relevant information has been received Stacey will send you a detailed reply to your complaint outlining her suggestion for resolving the matter. This will occur within 21 days of sending you the acknowledgment letter.

At this stage, if you remain dissatisfied with any aspect of our handling of the complaint you should contact us again and we will arrange someone unconnected with the matter at the firm to review the decision.

If you remain unhappy with the result of any of the above and your complaint remains unresolved you can refer your complaint to arbitration provided that it falls in scope of the scheme. The Institute of Independent Arbitrators currently operates the arbitration scheme for our governing body the PCA.

If you are still not satisfied, you can then contact our governing body:

The Property Care Association
11 Ramsay Court
Kingfisher Way
Hinchingsbrooke Business Park
Huntingdon PE29 6FY
Email: pca@property-care.org
Call: 0844 375 4301

Please note

The time limits shown are recommendations only but should ensure that complaints are dealt within a reasonable time frame.

S U R V E Y I N G - C O N S U L T I N G - C O N T R A C T I N G

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