Complaint Submission Form

The ATLAS Complaints Procedure exists to ensure that each complaint is fully and fairly investigated and resolved on behalf of all affected parties. The procedure upholds the objectives of ATLAS to maintain a high standard of conduct, to combat unfair practices and to encourage safety and efficiency in the specialist access, steeplejacking and lightning protection engineering and specialist earthing industries.

What Complaints will be accepted?

Complaints are accepted from any person, whether a Member or not, and will be treated equally.

Complaints must concern the professional or technical conduct, performance competence and or compliance with the ATLAS Membership Terms and Conditions and / or Code of Conduct.

What Information is required to submit a Complaint?

Complainants are asked to complete the Complaint Submission Form below and complete the form as fully as possible. This is to ensure that all relevant evidence is collected at the outset of the complaint so that all facts relating to the complaint can be considered.

Forms which do not contain all the information requested may be returned to the Complainant without being reviewed.

All complaints must be received by email to:

info@atlas.org.uk

What Happens Next?

On receipt of the completed Form and as per the **Complaints Procedure**, the evidence presented will be reviewed and notification provided as to whether ATLAS will review the complaint, its justification for the decision reached and the next steps in the review of the complaint (if applicable).

ATLAS reserves its right not to investigate any complaint which does not meet the criteria listed in item 5.2 of the **Complaints Procedure**.

Queries

If you would like to discuss whether submitting a complaint would be the best course of action, please contact **0330 999 0026** or email **info@atlas.org.uk**.

1. CONTACT DETAILS OF COMPLAINANT **Please provide details of the company which is submitting the complaint.**	
Name of Company or Person Making the Complaint	
Address	
Company Email	
Company Telephone	
Contact Person **(if different from above)**	
Contact Address **(if different from above)**	
Contact Email **(if different from above)**	
Contact Telephone **(if different from above)**	
2. DETAILS OF MEMBER **Please provide details of the ATLAS Member about which you are making the complaint.**	
Name of Company	
Address	
Company Email	
Company Telephone	
Contact Person	

Contact Address **(if different from above)**	
Contact Email **(if different from above)**	
Contact Telephone **(if different from above)**	
3. DETAILS OF THE COMPLAINT **Please use this section to provide details of the complaint which you are making against the ATLAS Member named in Section 2.**	
Why is the Complaint being made?	
Date(s) of the Complaint	
Site Name and Address **(if applicable)**	
Complaint Information	**Please provide as much detail as possible relating to the complaint. This should include:** • **an overview of the complaint** • **dates and times** • **facts and figures (where applicable)** • **the process which has already been undertaken to try to resolve the complaint.**

Relationship to the Member	**Please provide details of your professional working relationship with the Member and/or to the site which the complaint refers.**

4. EVIDENCE

Please use this section to provide evidence to support the complaint which you have made.

All evidence should accompany this form and evidence received after the form has been received by ATLAS will not be considered unless there are extenuating circumstances.

Please tick to indicate the evidence which you have attached to this form.	☐ Contract ☐ Photographs or Video ☐ Technical Documentation (including Design Specification, Operating Manual, Test Results) from the Member. ☐ Technical Documentation (including Design Specification, Operating Manual, Test Results) from another source (including Consultants, another lightning protection or steeplejack company or expert witness) ☐ Written correspondence (including email) ☐ Other, please specify _____

5. DECLARATION

I confirm that all information provided is

Signed	
Print Name	
Date	

Manager Use Only:

Comments:

Review Date:

Name:

ATLAS

Registered address: 167-169, Great Portland Street, 5th Floor, London W1W 5PF

AIMS Administration Centre: 7 Newton Place, Glasgow, G3 7PR

T: 0330 999 0026 E: info@atlas.org.uk

Company No. 5026089 Registered in England VAT Registration No: 245 6019 69