



Complaints procedure

We always aim to provide a high standard of customer service to all Chartered Trading Standards Institute (CTSI) members, stakeholders

This procedure does not replace any other processes or procedures that are in place such as the CTSI Code of Professional Conduct. Where other processes or procedures are in place which may be more relevant to your complaint these will take precedent over this procedure. You will be advised in the acknowledgement to your complaint if another procedure applies.