

Complaints about RICS' service

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This document sets out the procedure for dealing with complaints about the service received from RICS Regulation staff only.

For complaints about products or services outside of RICS Regulation, please see [RICS Global Complaints procedure](#).

Introduction

RICS is a global professional body that promotes and enforces international standards in the valuation, management and development of land, real estate, construction and infrastructure.

'Regulated Members' are RICS professionals and regulated firms. RICS investigates Regulated Members when it believes disciplinary action may be needed to protect the public or to uphold standards.

RICS has an internal procedure for dealing with complaints about its service standards in regulating the profession. This document provides details of how to raise a complaint about the service RICS has provided in a regulatory matter.

What complaints can RICS deal with?

RICS can deal with complaints about the service it has provided to anyone who is a party to a regulatory case; for example, if you feel RICS:

- took too long to handle a case
- did not provide good levels of customer service
- did not treat you fairly or
- staff did not maintain adequate standards of professional behaviour.

If you wish to complain about RICS' service, you must do so as soon as possible. RICS does not normally consider complaints that are made more than 7 days from the point the issue arose unless there are exceptional reasons for the delay (e.g. the person raising the service complaint has been ill).

How do I make a complaint?

You can make your complaint in writing, or by speaking to the person you have been dealing with or their line manager. To make sure RICS can fully consider your complaint, please provide:

- your full name, address and case reference number
- a brief explanation of how you think RICS has fallen short in its service to you and
- an outline of what you hope to achieve as a result of your complaint.

If you need any help in making your complaint or require any reasonable adjustment to support your needs, RICS will do its best to help.

How will RICS deal with my complaint?

Escalated complaints process

Stage 1: review by a manager in RICS Regulation

A manager from RICS Regulation will contact you within five working days of receiving your complaint to acknowledge receipt. They will fully respond to your complaint within 28 working days of this acknowledgement. Your complaint could be resolved by a phone call, or a detailed review could be needed. In all cases, RICS will write to you with the outcome of the review.

If your complaint is justified, there are a number of possible outcomes; RICS may:

- make an apology, explaining what went wrong and how it plans to put things right (e.g. staff training or improving processes)
- share lessons learned with colleagues across RICS Regulation to make sure mistakes are not repeated
- report to senior management on the outcome of the review
- make special payment for failures identified in the service or
- refer the case to a decision-maker to decide whether to reconsider the outcome under the *RICS reconsideration policy*.

If, following receipt of the outcome of a review, you remain dissatisfied with the level of service provided, you can request that your complaint be considered by the independent service complaint reviewer (ISCR).

Stage 2: independent review

If you wish to raise your complaint with the ISCR, you must do so within 15 working days of the date the RICS Regulation manager sent their response to you under stage 1 of the process.

The ISCR only considers matters relating to the service that RICS has provided. The ISCR does not review the decision or make any comment on the outcome. The ISCR only reviews a service complaint once any related RICS regulatory investigation has been concluded.

Before a case is referred to the ISCR, RICS makes sure it has fully considered all aspects of your complaint and has responded to the concerns you have raised.

RICS may ask you which parts of your complaint you wish to be reviewed or are dissatisfied with. This is to make sure your concerns are fully addressed.

If your complaint is referred to the ISCR for an independent review, RICS will send this within five working days of receiving your request for a further review. The ISCR will fully consider your complaint and send a report to RICS outlining their findings within 20 working days from the date of receipt. A copy of the report will be sent to you.

If the ISCR considers your complaint is justified, they will make a recommendation. They may recommend:

- no action
- that a senior manager sends you an apology (i.e. Head of Investigations, Head of Regulation, or Director of Regulation)
- measures or guidance as to how to improve the service standards or procedures or
- a special payment for failures in service.

The ISCR reviews the complaint based on the documents sent by RICS and does not normally contact the person raising the complaint.

The ISCR's terms of reference is available on our website.

Can I complain to the President or Chief Executive's office?

Complaints submitted to the President, Honorary Officers of RICS or the Chief Executive's office about RICS' service will be passed directly to RICS Regulation to respond to. This is to protect the independence of the regulatory process and to support an efficient response to complaints within the specified timescales.

Standards of behaviour: what can I expect from RICS?

RICS provides the following assurances when a complaint is raised:

- RICS will be polite and courteous in all its communication and interactions with you.
- RICS will always fully consider your complaint and respond to you promptly in accordance with the service standards set out in this document.
- If you have particular communication needs, for example if you have a disability, condition or illness, RICS will accommodate your needs as far as it reasonably can.
- RICS will acknowledge when things have gone wrong and will endeavour to make service improvements.
- Your complaint will be dealt with in confidence.

Standards of behaviour: what RICS expects from me

RICS expects the same standards of behaviour from those who make complaints. RICS understands the dissatisfaction that causes people to make a complaint; nevertheless, RICS expects those it deals with to be courteous and polite and will not tolerate any abusive behaviour towards members of staff.

When RICS feels that someone has not been courteous to its staff, it will consider actions to restrict dealings with that person. This could include only using written communication or limiting communication or updates to specified times or dates. The level of restriction will depend on whether the person's interaction with RICS improves, and the impact the person's behaviour has on the ability of RICS staff to do their work.

Persistent complaints that have already been through the complaints-handling process will be disregarded if RICS feels that it has taken the matter as far it reasonably can.