

Independent service complaint reviewer

Updated April 2020

Terms of reference

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 of the escalated complaints process (for more information see *Complaints about RICS' service*)). You must do this within 15 working days of the date the Regulation team manager sent you their response under stage 1 of the process.

The ISCR judges' standards of service against ordinary standards of customer service that can reasonably be expected of professional bodies; these include promptness, consistency, clarity of communication, courtesy and respect and adherence to proper complaint procedures.

Your complaint and copies of all the papers, emails and other notes on file will be sent for review. The ISCR is not an RICS employee: they are an independent consultant and they work from their own office.

The ISCR may ask you or RICS Regulation for more information, but normally this is not necessary. When the ISCR has concluded their review, you will be sent a copy of their report.

The ISCR may decide not to review a complaint in the following circumstances:

- a) your complaint has already been considered by the ISCR
- b) you asked for a review outside of the 20-day time limit
- c) you asked for a review of the decision made on the case and/or
- d) your complaint has already been fully considered by RICS Regulation and appropriate redress has already been offered.

The ISCR will:

- a) only consider complaints after they have been fully considered under stage 1 of the escalated complaints process (for more information see *Complaints about RICS' service*)
- b) only investigate the service complaint (service reviews will only consider complaints about service and will not include a review of the merits of the actual decision, including jurisdictional issues, or the dismissal, rejection or upholding of a complaint or any policy underpinning the complaint or the content of the rules themselves)
- c) consider the complaint on a 'document only' basis
- d) have access to all files held by RICS Regulation relating to the service complaint
- e) provide RICS Regulation with a report outlining their review of the complaint, including any recommendations for improvement, within 20 days of receiving the complaint
- f) thoroughly consider the case and may recommend one or more of the following to the Head of Regulation:
 - that RICS Regulation take no further action
 - that senior management (i.e. the Head of Regulation or Director of Regulation) make an apology
 - that RICS Regulation take appropriate measures to improve the service standards or procedures or
 - that RICS Regulation make a special payment for failures in service.

Accountability and reporting

The ISCR will publish an annual summary report that outlines:

- the types of cases reviewed (anonymised)
- their findings on each case
- their overall analysis of trends and
- emerging themes.

Positive performance will also be highlighted. This report will be published by RICS.