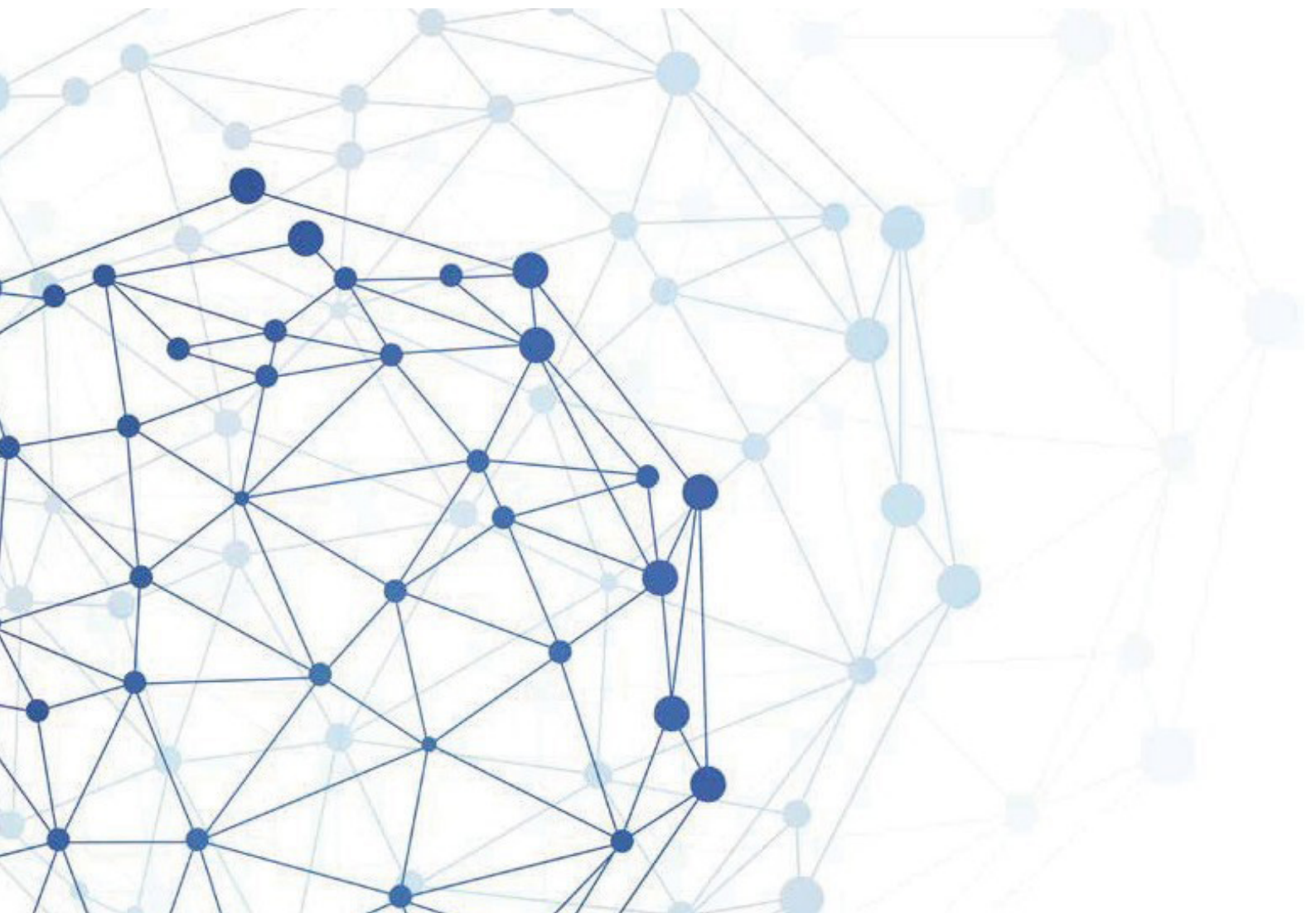




Alternative Dispute Resolution [ADR] Mechanisms – EMEA

Version 8

With effect from 2 March 2020



Introduction

Rule 7 of the Rules of Conduct for Firms requires all firms to operate a complaints handling procedure (CHP). The CHP must include an alternative dispute resolution (ADR) mechanism that is approved by the RICS Standards and Regulation Board.

The Standards and Regulation Board has approved a range of ADR mechanisms available for firms to use. These approved mechanisms are detailed in Annex 1 of this document.

The ADR mechanism(s) a firm uses will depend on the services the firm provides and to whom. ADR mechanisms fall into two main categories:

- 1** consumer redress mechanisms – for business-to-consumer transactions; and
- 2** business-to-business ADR mechanisms – for business-to-business transactions.

The main principles the Standards and Regulation Board has established in approving ADR mechanisms are that the ADR mechanism must:

- be well established;
- be independent of the firm; and
- use a transparent, accountable and consistent decision-making process.

Other factors for firms to consider are the need to:

- inform clients about their CHP including their chosen ADR mechanism. This information should be brought to the client's attention when the terms of engagement are agreed and also when the client makes a complaint; and
- make the appropriate arrangements to ensure that they are part of the ADR mechanism stated in their CHP.

Annex 1

Approved ADR mechanisms

The list below provides a number of examples of ADR mechanisms that the Standards and Regulation Board has approved for use by RICS firms.

Please note that this list is not exclusive or exhaustive but can be extended to further ADR providers on approval of the Standards and Regulation Board.

If your firm wishes to use an ADR mechanism that is not listed below you will need to obtain Standards and Regulation Board approval before doing so. You will need to demonstrate that your proposed ADR mechanism meets the principles and the two factors outlined in the introduction. To seek Standards and Regulation Board approval you should send details of your proposed ADR mechanism to RICS Regulation at regulationemea@rics.org.

RICS member firms will be asked to supply details of their chosen ADR mechanism(s) in their annual return to RICS Regulation.

Redress mechanisms

All EMEA

RICS automatically recognises and approves the European Commission's list of organisations for consumer-facing ADR involving consumer claims.

This list can be found at the link below:

<https://ec.europa.eu/consumers/odr/main/?event=main.adr.show2>

Centre for Effective Dispute Resolution (CEDR)

International Dispute Resolution Centre
70 Fleet Street, London, EC4Y 1EU, UK

t +44 (0)20 7536 6000

f +44 (0)20 7536 6001

e info@cedr.com

w www.cedr.com

Chartered Institute of Arbitrators (CI Arb)

12 Bloomsbury Square, London, WC1A 2LP, UK

w www.ciarb.org/

RICS Dispute Resolution Service

55 Colmore Row, Birmingham, B3 2AA

e drs@rics.org

w www.rics.org/uk/join/member-accreditations-list/dispute-resolution-service/

Tokiso Dispute Settlement (Pty) Ltd

6 North Rd, Dunkeld West, Randburg, 2196, South Africa

w <https://tokiso.co.za/>

Austria**Gemeinsame Schlichtungsstelle der Österreichischen Kreditwirtschaft (GSK)**

A-1045 Wien, Wiedner Hauptstraße 63

t +43 1 505 42 98

e office@bankenschlichtung.at

w www.bankenschlichtung.at

Die Ombudsstelle Fertighaus

Mölkereibastei 14/1, 1010 Wien

t +43 1 890 89 19

e ombudsstelle@fertighaus.org

w www.ombudsstelle-fertighaus.org

VIAC - Vienna International Arbitral Centre

Wiedner Hauptstraße 63, 1045 Vienna

t +43 5 90 900 4398

e office@viac.eu

w www.viac.eu

Belgium**Chamber of Arbitration and Mediation (CEPANI/CEPINA)**

Rue des Sols 8 – 1000 Brussels

t +32 2 515 08 35

e info@cepina-cepani.be

w www.cepani.be/en

Verzoeningscommissie Bouw vzw – Construction Reconciliation Committee vzw

t + 32 02 504 97 86

e info@bouwverzoening.be

w www.bouwverzoening.be

Botswana

Botswana Institute of Arbitrators

Postnet Kgale, PO Box AD85, ADD, Gaborone, Botswana

e info@biarb.org

w www.biarb.org/

Cyprus

**Υπηρεσία Προστασίας Καταναλωτών –
Consumer Protection Service**

Υπουργείο Ενέργειας Εμπορίου και Βιομηχανίας –

Ministry of Energy, Commerce and Industry

1421 Lefkosia (Nicosia), Cyprus

f + 357 22 200975

e ccps@mcit.gov.cy

w www.mcit.gov.cy/ccps

Cyprus Technical Chamber (ETEK)

Alternative Dispute Resolution Centre (ETEK ADR Centre)

8 Kerveros Street, 1016 Nicosia, Cyprus

t 22877644

f 22730373

w www.etek.org.cy/

Czech Republic

Finanční arbitř – The Financial Arbitrator

Legerova 1581/69, 110 00, Prague 1

t 00420 2 5704 2094

e arbitr@finarbitr.cz

w www.finarbitr.cz

Arbitration Court attached to the Economic Chamber of the Czech Republic and Agricultural Chamber of the Czech Republic

Vladislavova 1390/17, 110 00 Praha 1

w <http://en.soud.cz/>

Denmark**Danish Institute of Arbitrators**

Kronprinsessegade 28, 3rd floor, 1306 Copenhagen K

t +45 7026 5013

f +45 3313 0013

e office@voldgiftsinstituttet.dk

w <https://voldgiftsinstituttet.dk>

Center for Klageløsning, Nævnenes Hus – Complaints Resolution Centre, Boards House

t +45 72 40 56 06

e cfk@naevneneshus.dk

w <http://naevneneshus.dk/>

Disciplinær- og klagenævnet for beskikkede bygningsagkyndige – The Disciplinary and Appeals Board for Appointed Building Experts

t +45 35 29 10 00

e husklage@husklage.dk

w www.husklage.dk/

Huslejenaevnet – The Housing Rental Board

t +45 41 71 77 69

e uibm@uibm.dk

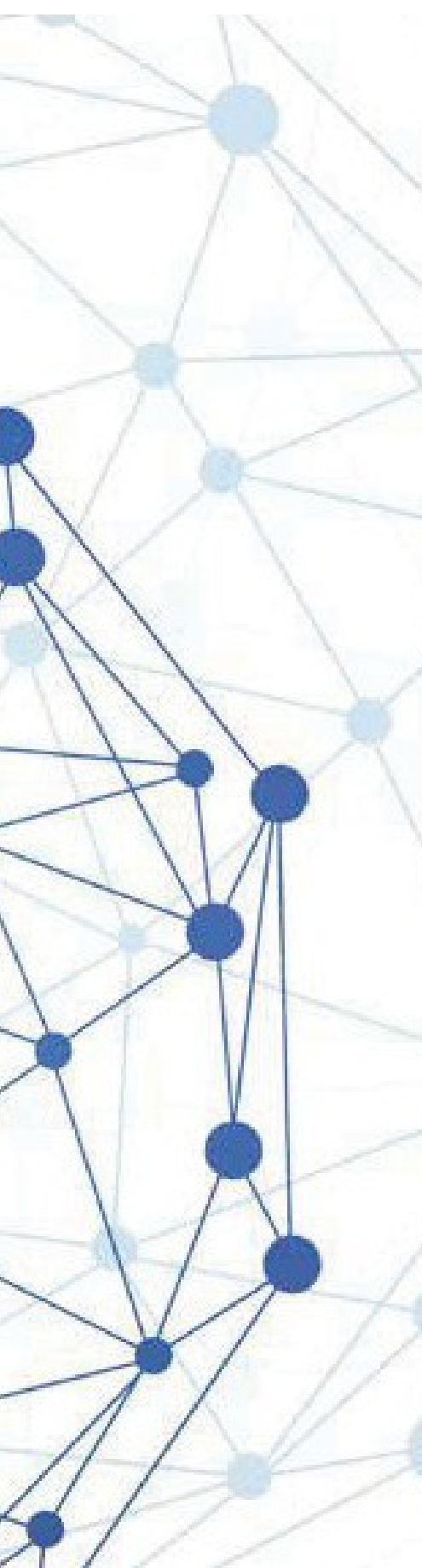
w www.huslejenaevn.dk/Pages/default.aspx

Klagenævnet for Ejendomsformidling – The Property Brokerage Appeals Board

t +45 70 25 36 66

e info@ejendomsmaeglernaevnet.dk

w www.ejendomsmaeglernaevnet.dk/



Realkreditankenævnet – The Mortgage Credit Complaint Board

t +45 33 12 82 00

e info@ran.dk

w <https://fanke.dk/realkreditankenaevnet/en/>

Trafik – og Byggestyrelsen (post) – The Danish Transport and Construction Agency (mail)

t +45 72 21 88 00

e info@tbst.dk

w www.trafikstyrelsen.dk

Egypt

The Cairo Regional Centre for International Commercial Arbitration

1 Al-Saleh Ayoub St. 11211 Zamalek – Cairo, Egypt

t +20 2 2735 1333/5/7

e info@crcica.org

w <https://crcica.org/>

Finland

The Arbitration Institute of the Finland Chamber of Commerce

PO Box 1000 FI-00101 Helsinki Finland (Aleksanterinkatu 17, World Trade Center Helsinki)

t +358 9 4242 6200

e info@arbitration.fi

w <https://arbitration.fi/>

France

Association L.A. Médiation

e mediateurcapebpdL@mediateurconsommation.fr

w <http://capebpdL.mediateurconsommation.fr/>

Centre de Médiation et d'Arbitrage de Paris (CMAP)

39 avenue Franklin D. Roosevelt 75008 PARIS

t +33 1 44 95 11 40

e cmap@cmap.fr

w www.cmap.fr

Centre de Médiation de la consommation de l'Institut d'Expertise, d'Arbitrage et de Médiation (IEAM) – Consumer Mediation Centre of the Institute for Expertise, Arbitration and Mediation (IEAM)

e ieam-paris@ieam.eu

w www.ieam.eu

Georgia

The Georgian International Arbitration Centre

29 Shataidze St., Tbilisi, 0114, Georgia

t + (995 32) 269 88 00

f + (995 32) 269 47 47

e info@giac.ge

w www.eucon-institut.com

Germany

Europäisches Institut für Conflict Management e.V. (EUCON)

Brienner Str. 9, 80333 Munich

t +49(0) 89 57 95 1834

f +49(0) 89 57 86 9538

e info@eucon-institut.de

w www.eucon-institut.com

Ghana

The Ghana Arbitration Centre

H/NO. C122 A/3 PO Box GP 18615, Accra, Ghana

t 0302-240820

e info@arbitrationcentreggh.com

w <https://arbitrationcentreggh.com/>

Greece

Dispute Resolution Committee of the Greek Technical Chamber

Victory 4, 10563, Athens

t 2103291200

e tee@central.tee.gr

w <http://web.tee.gr/>

**ΑΝΕΞΑΡΤΗΤΗ ΑΡΧΗ “ΥΝΗΓΙΟΡΟ ΤΟΥ ΚΑΤΑΝΑ ΩΤΗ” –
independent authority ‘Consumer Ombudsman’**

t +30 2106460862
e grammateia@synigoroskatanaloti.gr
w www.synigoroskatanaloti.gr

Hungary

**Hungarian Chamber of Commerce, Court of Arbitration, Hungary
(MKIK)**

H-1054 Budapest, Szabadság tér 7.

t (+36-1)-47-45-180
e vb@mkik.hu
w www.mkik.hu

Italy

Camera di Commercio Industria e Artigianato di Bologna

Piazza Costituzione, 8 - 40128 Bologna

t +39 051.6093329-334-243-259
e conciliazione.arbitrato@bo.camcom.it
w www.bo.camcom.gov.it/it/arbitrato-e-mediazione/home

Chamber of Arbitration of Milan

Via Meravigli 9/B 20123 Milan - Italy

t +39 02 8515 4444/453 6
e camera.arbitrale@mi.camcam.it
w www.camera-arbitrale.it

Lithuania

**Public institution Vilnius International and National Commercial
Arbitration**

Gedimino pr. 64-63, LT-01111, Vilnius

t (8 5) 2496033
e info@vilniausarbitrazas.lt
w www.vilniausarbitrazas.lt

Luxemburg

Service national du Médiateur de la consommation National Consumer Ombudsman Service

Ancien Hôtel de la Monnaie 6, rue du Palais de Justice, L-1841
Luxembourg

t +352 46 13 11

e info@mediateurconsommation.lu

w www.mediateurconsommation.lu

Mauritius

Mauritius International Arbitration Centre (MIAC)

Level 3, Unit B3, Cyber Tower 1, Cybercity, Ebène 72201, Republic of
Mauritius

t +230 467 3030

f +230467 3031

e info@miac.mu

w www.miac.mu

MCCI Arbitration and Mediation Center (MARC)

2nd Floor, Anglo-Mauritius House, 6, Adolphe de Plevitz Street, Port Louis,
Mauritius

t (230) 203 48 30

f (230) 208 0076

e marc@mcci.org

w www.marc.mu

The Netherlands

Raad Van Arbitrage voor de Bouw (RvA)

(The Court of Arbitration for the building industry)

Postbus 19290 3501 DG Utrecht, The Netherlands

t 030-2 343222

f 030-2 300125

w www.raadvanarbitrage.nl

Netherlands Arbitration Institute (NAI)

PO Box 21075
3001 AB Rotterdam, The Netherlands

t +31 10 281 6969

f +31 10 281 6968

e secretariaat@nai-nl.org

w www.nai-nl.org/en/info.asp?id=325

De Geschillencommissie Makelaardij

Postbus 90600 2509 LP Den Haag The Netherlands

t +31 70 - 310 53 10

f +31 70 - 365 88 14

w www.degeschillencommissie.nl/over-ons/de-commissies/2787/makelaardij

Nationale Ombudsman

Bezuidenhoutseweg 151, 2594 AG The Hague

t 0800-33 55 555

w <https://www.nationaleombudsman.nl/>

Nigeria

Chartered Institute of Arbitrators (Nigeria)

No. 1A, Remi Olowude Street Lekki, 2nd Roundabout, Lekki-Epe Expressway

e info@ciarbnigeria.org

w www.ciarbnigeria.org

Lagos Court of Arbitration

1A, Remi Olowude Street, 2nd Roundabout, Lekki-Epe Expressway

t +234 (0) 8094804504

08094804506

e info@lca.org.ng

w www.lca.org.ng

Lagos Chamber of Commerce International Arbitration Centre

1a Remi Olowude Street, 2nd Roundabout, Lekki Phase I,

t +234 908 290 2999

+234 811 083 8197

+234 802 995 3907

w www.laciac.org

Poland

Court of Arbitration at the Confederation of Lewiatan

Zbyszka Cybulskiego 3, 00-727 Warsaw

t +48 22 55 99 970

e sadarbitrazowy@konfederacjalewiatan.pl

w www.sadarbitrazowy.org.pl/en/index.html

Court of Arbitration at the Polish Chamber of Commerce in Warsaw

4 Trębacka Str, 00-174 Warsaw

t +48 (22) 827 47 54

f +48 (22) 827 94 01

e info@sakig.pl

w www.sakig.pl

Portugal

Centro de Arbitragem da Propriedade e do Imobiliário da ESAI

Praca Eduardo Mondlane, 7C 1950 – 104 LISBOA

t +21 836 70 10

f +21 836 7019

e tribunalarbitral@esai.pt

Centro de Arbitragem Comercial da Câmara de Comércio e Indústria Portuguesa

Rua das Portas de Sants Antao, 89, 1169 022 LISBOA

t (351) 213 224050

f (351) 213 224051

e geral@acl.org.pt

w www.centrodearbitragem.pt/index.php?lang=en

Qatar

Qatar International Court and Dispute Resolution Centre

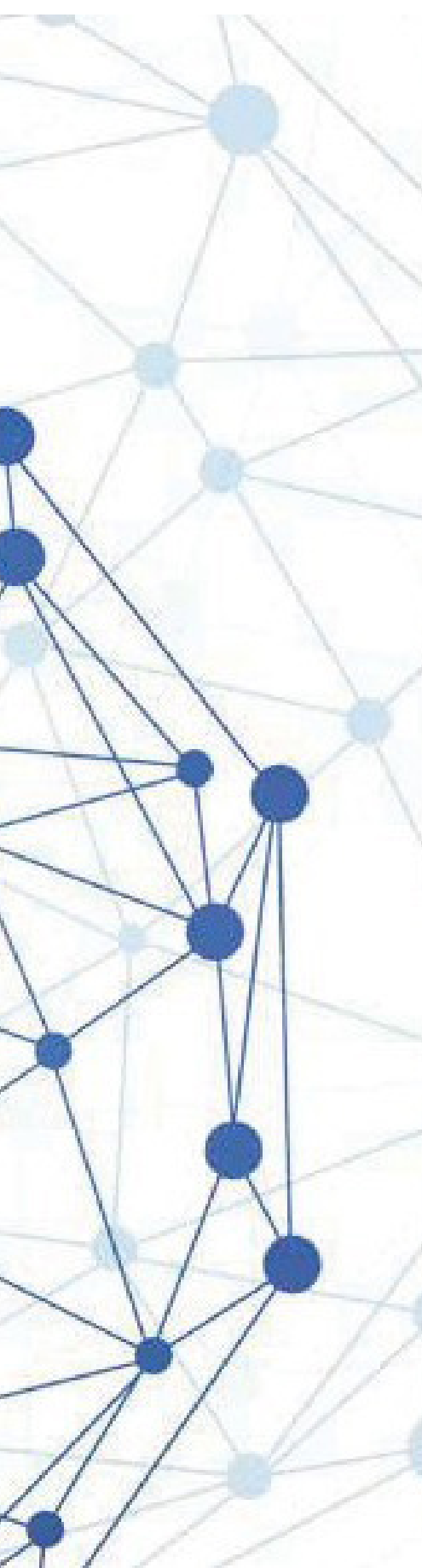
QFC Tower 2, Omar Al Mukhtar St, West Bay, PO Box 13667, Doha, Qatar

t +974 4496 8225 / 8230

f +974 4496 8362

e info@qicdrc.com.qa

w www.qicdrc.com.qa



Romania

National Association of Romanian Valuers

Scarlatescu 7, RO-011158 Bucharest 1

t +40 (0)21 315 6564

f +40 (0)21 311 1340

e office@anevar.ro

w www.anevar.ro

The Court of International Commercial Arbitration attached to the Chamber of Commerce and Industry of Romania

CCIR Business Center, 2 Octavian Goga Blvd. Bucharest 030982, Romania

e ccir@ccir.ro

w <http://arbitration.ccir.ro>

Russia

Chamber of Commerce and Industry of the Russian Federation

Bldg. 1, 6/1, Ilyinka st., Moscow, 109012, Russia

t +7 (495) 620-0149

f +7 (495) 620-0360

e cam@tpprf.ru

w www.tpprf.ru/en

Russian Arbitration Centre

14, bldf 3 Kadashevskaya Embankment, 119017, Moscow Russian Federation

t +7 (495) 797 9477

e info@centerarbitr.ru

media@centerarbitr.ru

w <https://centerarbitr.ru>

Slovenia

Ljubljana Arbitration Centre at the Slovenian Chamber of Commerce and Industry

Dimičva ulica 13, 1000 Ljubljana

t +386 1 5898 180

f +386 1 5898 400

e arbitraza.lj@gzs.si

w www.sloarbitration.eu

South Africa

Association of Arbitrators (Southern Africa)

3rd Floor, Block B, Sandown House, Norwich Close (off 5th Street), Sandown, 2196, South Africa

t +27 11 884 9164

f +27 11 884 9167

e rochelle@arbitrators.co.za

w www.arbitrators.co.za

Arbitration Foundation of Southern Africa

1st Floor, Grindrod Tower, 8a Protea Place, Sandton, South Africa

t +27 (11) 320-0600

f +27 (11) 320-0533

e info@arbitration.co.za

w www.arbitration.co.za

Spain

The Spanish Arbitration Court of the Chamber of Commerce

C/ Ribera del Loira 12- 28042 Madrid

t +34 91 590 69 00

w www.camara.es/en/arbitration-and-mediation

Junta Arbitral de Consum de Catalunya

t +34 902 400 012

w www.consum.cat/organismes_de_consum/junta_arbitral/index_es.html

Bank of Spain (BdE)

C/ Alcalá, 48, 28014 Madrid

t +34 901 545 400

e clientebanca@bde.es

w www.bde.es/clientebanca/es/areas/quejas/

Sweden

Arbitration Institute of the Stockholm Chamber of Commerce (SCC)

PO Box 16050

SE-103 21 Stockholm

e arbitration@chamber.se

w <https://sccinstitute.com/>

Switzerland

Domestic Arbitration governed by the Swiss Code of Civil Procedure

w <https://www.admin.ch/opc/en/classified-compilation/20061121/index.html>

Arbitral Tribunal for the Swiss Real Estate Industry Secretariat

Heuberg 7, PO Box 2032, CH-4001 Basel

t +41 58 387 95 00;

f +41 58 387 95 99

e info@svit-schiedsgericht.ch

w www.svit-schiedsgericht.ch/en/

Swiss Banking Ombudsman

ofplatz 9, PO Box, CH-8021 Zurich

t +41 43 266 14 14 Deutsch/English

+41 21 311 29 83 Français/Italiano

f +41 43 266 14 15

w www.bankingombudsman.ch

Swiss Chambers' Arbitration Institution (the Chambers of Commerce and Industry of Basel, Bern, Geneva, Neuchâtel, Ticino, Vaud and Zurich)

St Jakobs Strasse 25, PO Box CH-4010 Basel

t +41 61 270 60 50

f +41 61 270 60 05

e basel@swissarbitration.org

w swissarbitration.org

USPI Suisse

Av. d'Ouchy 47 bis – 1006 Lausanne

t +41 (0)21 613 3555

f +41 (0)21 613 3508

e info@uspi-suisse.ch

w www.uspi-ge.ch/

Turkey**ISTAC Istanbul Arbitration Centre**

TOBB Plaza Harman Sok. 10/6 Esentepe Şişli 34934 Istanbul/Turkey

t +90 850 622 50 30

f +90 850 622 50 33

e info@istac.org.tr

w <https://istac.org.tr/>

Türkiye De erleme Uzmanları Birli i (Association of Appraisals of Turkey)

Barbaros Mh. Çi dem Sk. No:1 A ao lu My Office, Kat:11 No:48, 34746 Ata ehir/STANBUL

t +90 (216) 688 45 45

f +90 (216) 688 44 46

e info@tdub.org.tr

w www.tdub.org.tr

United Arab Emirates

Dubai International Arbitration Centre (DIAC)

Baniyas Road, Deira PO Box 1457, Dubai, United Arab Emirates

t +971 (0)4 202 8343

f +971 (0)4 202 8668/669

e arbitrationcentre@dubaichamber.com

w www.diac.ae/idias/

DIFC-LCIA Arbitration Centre

Gate Village Building 2 – Third Floor, PO Box 74777, Dubai, United Arab Emirates

t +971 4 362 2580

f +971 4 398 4332

e fmtregistrar@difc-lcia.org

w www.difc-lcia.org



Confidence through professional standards

RICS promotes and enforces the highest professional qualifications and standards in the valuation, development and management of land, real estate, construction and infrastructure. Our name promises the consistent delivery of standards – bringing confidence to markets and effecting positive change in the built and natural environments.

Americas

Latin America

ricsamericalatina@rics.org

North America

ricsamericas@rics.org

Asia Pacific

ASEAN

ricsasean@rics.org

Greater China (Hong Kong)

ricshk@rics.org

Greater China (Shanghai)

ricschina@rics.org

Japan

ricsjapan@rics.org

Oceania

oceania@rics.org

South Asia

ricsindia@rics.org

EMEA

Africa

ricsafrica@rics.org

Europe

ricseurope@rics.org

Ireland

ricsireland@rics.org

Middle East

ricsmiddleeast@rics.org

United Kingdom RICS HQ

contactrics@rics.org

rics.org

MARCH 2020/GLOBAL