

FAQ: Alternative Dispute Resolution Providers - Asia Pacific

The Rules of Conduct require all RICS Regulated Firms and RICS Registered Valuers to operate a complaints handling procedure (CHP).

The CHP must identify an alternative dispute resolution (ADR) provider that is approved by the RICS Standards and Regulation Board. The principles used to assess and approve ADR mechanisms include:

- the ADR provider must be well established;
- the ADR provider must be independent; and
- the ADR provider must use a transparent, accountable and consistent decision-making process.

Firms and valuers must advise their clients of the RICS approved ADR provider that they have elected. Typically, this will be done within the terms of engagement when explaining the CHP.

ADR providers are not one size fits all and the firm or valuer must ensure that the provider(s) they elect to use are appropriate for the nature of their professional services.

The following sections list the ADR mechanisms that the RICS Standards and Regulation Board has approved for use across Asia Pacific. If you have any questions about these requirements, please contact regulationapac@rics.org.

Australasia

Australian Disputes Centre (ADC)

Level 16, 1 Castlereagh Street, Sydney, NSW 2000, Australia

t +61 2 9239 0700

e info@disputescentre.com.au

w www.disputescentre.com.au

Resolution Institute (RI)

Level 1 & 2, 13 - 15 Bridge Street, Sydney NSW 2000, Australia

t +61 2 9251 3366

e infoaus@resolution.institute

w www.resolution.institute

Level 4, Gleneagles Building, 69 - 71 The Terrace, Wellington 6011, New Zealand

t +64 4 470 0110

e infonz@resolution.institute

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RICS Dispute Resolution Service (RICS DRS)

Suite 720, Creek Street, Brisbane QLD 4000, Australia

t 1300 953 459

e drsaus@rics.org

w www.rics.org/drs

Level 1, Stanbeth House, 28 Customs Street East, Auckland 1010, New Zealand

t 0800 651 562

e drsnzu@rics.org

w www.rics.org/drs

Asia Pacific Wide

Asian International Arbitration Centre (AIAC)

Bangunan Sulaiman, Jalan Sultan Hishamuddin, 50000 Kuala Lumpur, Malaysia

t +603 2271 1000

e enquiry@aiac.world

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Australian Centre for International Commercial Arbitration (ACICA)

Level 16, 1 Castlereagh Street, Sydney, NSW 2000, Australia

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e dtomkinson@acica.org.au

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China International Economic and Trade Arbitration Commission (CIETAC)

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e info@cietac.org

w www.cietac.org

Delhi International Arbitration Centre (DIAC)

Delhi High Court Campus, Shershah Road, New Delhi 110503, India

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w www.dacdelhi.org

Hong Kong International Arbitration Centre (HKIAC)

38th Floor 2 Exchange Square, 8 Connaught Place, Hong Kong

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e adr@hkiac.org

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International Chamber of Commerce Dispute Resolution Service (ICC DRS)

33-43 Avenue du Président Wilson 75116 Paris, France

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Mumbai Centre for International Arbitration (MCIA)

20th Floor, Express Towers, Nariman Point, Mumbai 400021, Maharashtra, India

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e contact@mcia.org.in

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Singapore International Arbitration Centre (SIAC)

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Singapore Mediation Centre (SMC)

Supreme Court Lane, Level 4, Singapore 178879, Singapore

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e enquiries@mediation.com.sg

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