



**RICS**

the mark of  
property  
professionalism  
worldwide

**Dispute Resolution Service**

## Complaints against RICS Dispute Resolution Service

As an ANA, RICS DRS is independently regulated by an arms length board consisting of senior Professionals – RICS Oceania World Regional Board. The responsibilities of this board includes ensuring the investigation and resolution of operational/service based complaints against the Appointments Service.

RICS DRS is directly accountable to the RICS Oceania World Regional Board and is required to provide quarterly reports on the performance of the appointments service, including any complaints received.

### Procedure

- Complaints should be made in writing (including email) to RICS DRS Oceania.
- A written complaint will normally be acknowledged **within 5 business days**.
- A complaint about RICS Dispute Resolution Service will be investigated by RICS DRS Oceania Manager in the first instance, and will include consultation with the RICS Oceania World Regional Board.
- A preliminary investigation will be conducted by RICS DRS Oceania and may include a discussion with RICS personnel and any other parties involved ie our dispute resolution panel members, in the dispute in question as well as consideration of any documentation provided by the complainant and any other Parties involved in the original dispute.
- Following the preliminary investigation, should the complaint give sufficient cause for concern the RICS Oceania World Regional Board will escalate the complaint to the RICS Global DRS oversight panel (based in the UK as our global head office).

### Actions

After investigation and due consideration of the complaint, the RICS Oceania World Regional Board, facilitated by RICS DRS Oceania will advise the complainant of actions that will be taken.

### Time Frames

A complaint must be made within 12 months of the event complained of.

The aim of RICS DRS Oceania is to deal with a complaint thoroughly and to provide a full response, including details of any action which may have been taken, within 3 to 4 weeks, to allow time for an investigation to be undertaken. In certain circumstances the timeframe may be extended because a complaint involves multiple or complex issues.

### Further Information

1. This complaints procedure is only used for complaints relating to any process of RICS DRS Oceania in relation to or arising out of the relevant Act, the conduct of RICS DRS Oceania personnel, or other operational matters concerning case management arising out of the relevant Act.
2. RICS Dispute Resolution Service has no authority to open up a decision made by an expert or investigate how the Expert dealt with and/or evaluation evidence.
3. The Complainant may withdraw a complaint at any time and must do so in writing (includes email).