

Regulation



Alternative Dispute Resolution (ADR) Mechanisms – UK and Ireland

Version 11

With effect from 23 July 2026



Introduction

In accordance with the Rules of Conduct, firms must publish a complaints-handling procedure, which includes an alternative dispute resolution (ADR) provider approved by RICS.

The Rules also place an obligation on members to act in the public interest, take responsibility for their actions and act to prevent harm.

Both members and firms are expected to respond to complaints made against them promptly, openly and professionally, and not dissuade their clients from approaching an ADR provider.

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

The ADR provider(s) a firm uses will depend upon the services the firm provides and to whom. ADR providers fall into two main categories:

1. consumer redress providers - for business-to-consumer transactions (customer complaints); and
2. business-to-business ADR providers - for business-to business transactions (contractual disputes).

A diagram showing the hierarchy of dispute resolution providers, including ADR, is attached at Annex 2 of this document.

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

- where the complaint is made by a consumer (which means a person acting outside the course of any business of their own, or a person to whom a duty of care is owed) then the ADR must be a redress provider that is free to the consumer;
- the ADR provider must be well established;
- the ADR provider must be independent of the firm; and
- the ADR provider must 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 provider. 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 provider stated in their CHP.
- Familiarise themselves with any scheme rules the ADR provider operates.
- Familiarise themselves with the fee structure of the ADR provider. Some ADR providers require a registration fee while others operate solely on

Alternative Dispute Resolution (ADR) providers - UK and Ireland

case fees, meaning that you must pay those fees regardless of the outcome.

All RICS-regulated firms must nominate an approved ADR provider as part of their registration and annual return and include details of that provider in their published complaints handling procedure. ADR must be free for consumer to access. Where a complaint is referred to ADR, the firm is responsible for any applicable case fees in accordance with the ADR provider's fee structure and cannot recover those costs from the consumer.

If your firm wishes to use an ADR provider that is not listed you will need to obtain Standards and Regulation Board approval before doing so. You will need to demonstrate that your proposed ADR provider 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 provider to RICS Regulation at:

55 Colmore Row, Birmingham, B3 2AA

t 020 7695 1670

e regulation@rics.org

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

Annex 1

Approved ADR Providers

The list below brings together ADR options approved for use by RICS firms. To make it easier to navigate, start with the summary table to find the most relevant option for your firm, then use the detailed entries that follow for further information and contact details.

Please note that this list is not exclusive or exhaustive.

ADR provider	Best suited for	Typical use	Join/apply needed?
CEDR	Consumer and business disputes	General commercial mediation on an ad hoc basis	RICS default ADR provider. Available for all eligible disputes that meet the CEDR Service Rules.
The Property Ombudsman (TPO)	Consumers using surveying and residential agency services. Business disputes only for small business with an annual turnover of less than £3 million	Redress for surveying, estate agency and lettings complaints	Yes, if using TPO for relevant complaints

Alternative Dispute Resolution (ADR) providers - UK and Ireland

Property Redress Scheme (PRS)	Consumers in residential agency complaints	Redress for estate agency, lettings and property management complaints	Yes, if using PRS for relevant complaints
Financial Ombudsman Service (FOS)	Consumers and some small businesses using regulated financial services	Complaints about mortgages, insurance, investments and credit	Usually yes if FCA-authorised; otherwise ad hoc if relevant
Local Government Ombudsman (LGO) / Adjudicator's Office (AO)	Complaints involving councils, government departments or public bodies	Public sector complaint handling and redress	Mandatory for relevant public organisations
RICS DRS / Independent Adjudication / RIBA / CI Arb / CIC / ICAEW / SCSi	Business-to-business disputes	Commercial, land, property, construction, adjudication, mediation, arbitration or neutral evaluation	Usually ad hoc; some schemes have registration or referral fees

Consumer redress providers (contact details)

Provider	Who for	Key points	Contact
CEDR	Consumer disputes of a commercial nature.	Ad hoc use across most areas of surveying practice Firms should note the scheme in registration/annual returns and in the complaints handling procedure. Free to consumers; case fees apply and must be paid by the firm even if the complaint is not upheld.	100 St Paul's Churchyard, London, EC4M 8BU t 020 7536 6000 e info@cedr.com w www.cedr.com

Alternative Dispute Resolution (ADR) providers - UK and Ireland

TPO	Consumers with surveying, estate agency and lettings complaints.	Approved for surveying service complaints and relevant residential agency complaints. Firms using TPO for estate agency complaints must apply to join.	The Property Ombudsman, Unit 159756, PO Box 7169, Poole, BH15 9EL t 01722 333306 e admin@tpos.co.uk w www.tpos.co.uk
PRS	Consumers with residential agency complaints.	Approved for residential estate agency, lettings, home surveys, QS services and managing agent complaints. Firms using PRS for estate agency complaints must apply to join.	Limelight, 1st floor, Studio 3 Elstree Way, Borehamwood, WD6 1JH t 0333 321 9418 e info@propertyredress.co.uk w www.propertyredress.co.uk
FOS	Consumers, and some small businesses, using regulated financial services.	Relevant for mortgages, insurance, investments and credit. FCA-authorised firms will usually need to belong; others may use it ad hoc where relevant.	South Quay Plaza, 183 Marsh Wall, London, E14 9SR t 0800 023 4567 / 0300 123 9123 e complaint.info@financial-ombudsman.org.uk w www.financial-ombudsman.org.uk
LGO	Consumers with complaints about councils, including council surveying services.	Relevant where the complaint concerns a council or local authority body.	PO Box 4771, Coventry, CV4 0EH t 0300 061 0614 w www.lgo.org.uk
AO	Consumers and businesses complaining about UK government departments, agencies and public organisations.	Mandatory for relevant public organisations. Firms should record this in registration and annual returns.	PO Box 10280, Nottingham, NG2 9PF t 0300 057 1111 w www.gov.uk/guidance/contact-the-adjudicators-office-online

Business-to-business ADR providers (contact details)

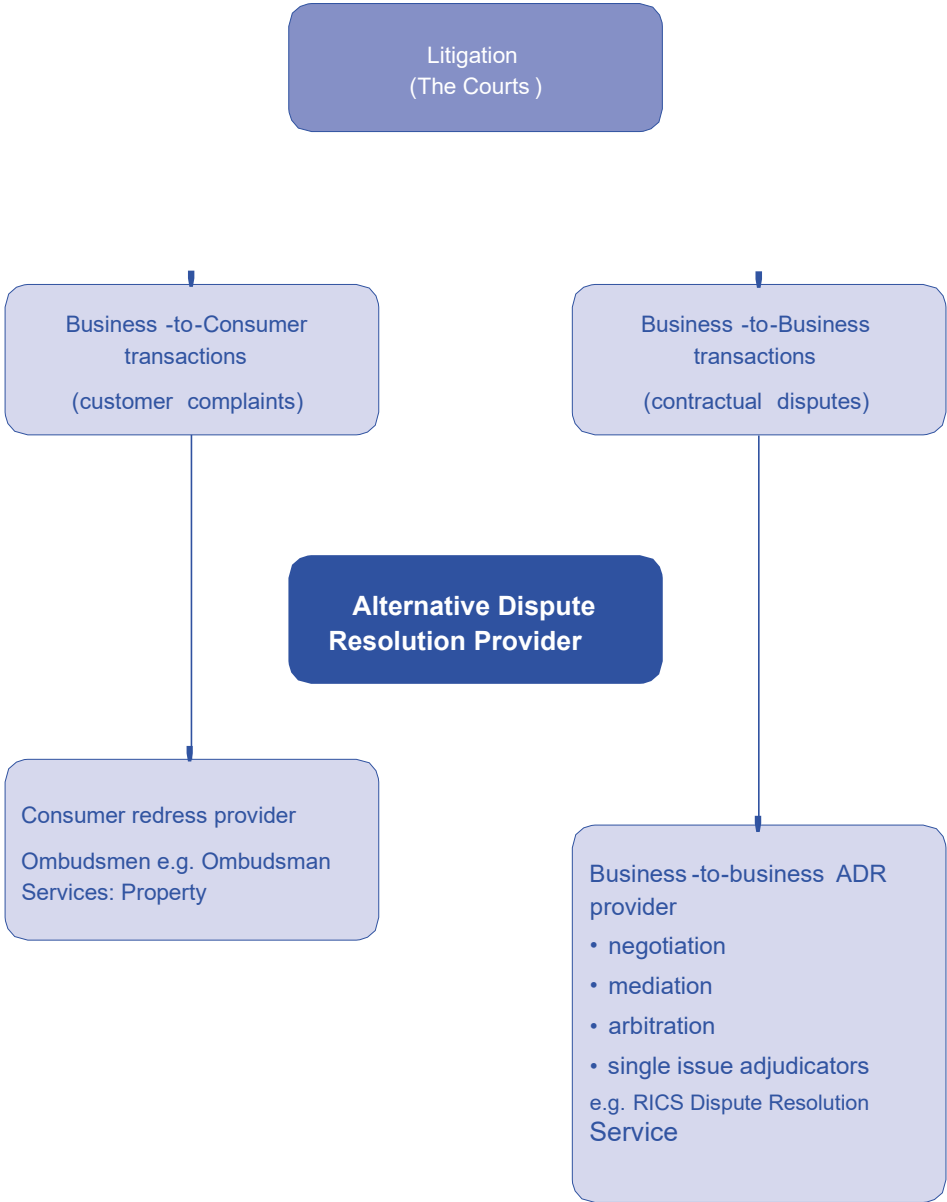
Provider	Type of dispute	Key points	Contact details
CEDR	General commercial business-to-business disputes.	RICS default ADR provider. Available for all eligible disputes that meet the CEDR Service Rules.	100 St. Paul's Churchyard, London, EC4M 8BU. t 020 7536 6000 e info@cedr.com w www.cedr.com
RICS Dispute Resolution Service (DRS)	Land, property and construction disputes between businesses.	Business-to-business only. Available on an ad hoc basis if disputes arise.	55 Colmore Row, Birmingham, B3 2AA t 020 7334 3806 e drs@rics.org w www.rics.org/drs
The Property Ombudsman (TPO)	Business-to-business surveying and residential disputes.	Business disputes are only for small business with an annual turnover of less than £3 million	The Property Ombudsman, Unit 159756, PO Box 7169, Poole, BH15 9EL t 01722 335458 e admin@tpos.co.uk w www.tpos.co.uk
RIBA / CIArb	Business-to-business disputes requiring adjudicators or arbitrators.	Provides access to approved adjudicators or arbitrators for relevant disputes.	RIBA: 66 Portland Place, London, W1B 1AD; t 020 7307 3649 w www.architecture.com CIArb: 12 Bloomsbury Square, London WC1A 2LP t 020 7421 7444 e wkhan@ciarb.org w www.arbitration.org/das
Construction Industry Council (CIC)	Construction disputes where adjudication is required.	Can nominate an adjudicator from the CIC Register where the contract does not contain an adjudication procedure.	The Building Centre, 26 Store Street, London, WC1E 7BT t 020 7399 7403 e enquiries@cic.org.uk w www.cic.org.uk
ICAEW	Commercial disputes suitable for mediation.	Mediation service intended to resolve commercial disputes without court proceedings.	Metropolitan House, 321 Avebury Boulevard, Milton Keynes, MK9 2FZ t 01908 546232 e mediation@icaew.com w www.icaew.com

Alternative Dispute Resolution (ADR) providers - UK and Ireland

SCSI Dispute Resolution Service	Land, property and construction disputes between businesses.	Business-to-business only. Available ad hoc if disputes arise.	Society of Chartered Surveyors Ireland, 38 Merrion Square, Dublin 2 t (01) 6445500 e info@scsi.ie w www.scsi.ie/dispute resolution
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Annex 2

Hierarchy of Dispute Resolution Mechanisms





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