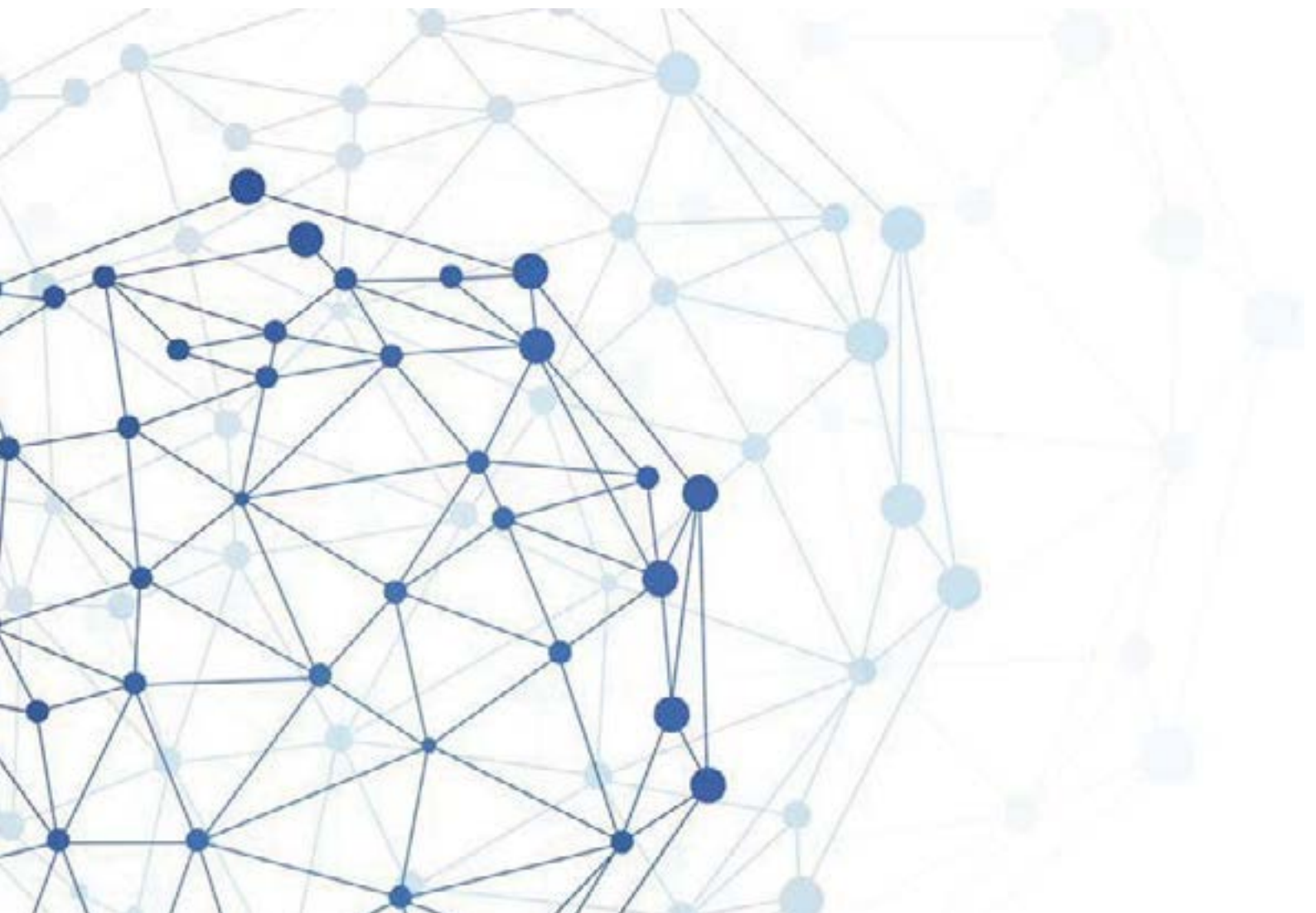




Alternative Dispute Resolution [ADR] Mechanisms – EMEA

Version 4

With effect from 1 December 2018



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 Regulatory Board.

The Regulatory 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 Regulatory 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 Regulatory 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 upon approval of the Regulatory Board.

If your firm wishes to use an ADR mechanism that is not listed below you will need to obtain Regulatory 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 Regulatory 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/>

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

Service de Médiation pour le Consommateur – Consumer Mediation Service

North Gate II
Boulevard du Roi Albert II 8 Bte 1
1000 Bruxelles

t +32(2) 702 52 20

e contact@mediationconsommateur.be

w www.mediationconsommateur.be

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
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ADD, Gaborone, Botswana

e info@biarb.org

w www.biarb.org/

Cyprus**Υπηρεσία Ανταγωνισμού και Προστασίας Καταναλωτών – Competition and Consumer Protection Service****Υπουργείο Ενέργειας Εμπόριου Βιομηχανίας και Τουρισμού – Ministry of Energy, Trade, Industry and Tourism**

1421 1421 Nicosia, Cyprus

t 35722867153

e ccps@mcit.gov.cy

w www.mcit.gov.cy/ccps

ETEK – Technical Chamber of Cyprus

8 Kerveros Street, 1016 Nicosia

t 22877644

f 22730373

w www.etek.org.cy/

Czech Republic

FinanČn1 arbitr – Financial Arbitrator

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.

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

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Danish Institute of Arbitrators

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e office@voldgiftsinstitutet.dk

Byggeriets ankenævn – Construction Industry Appeals Board

t +45 72 16 02 00

e info@byggerietsankenaevn.dk

w www.byggerietsankenaevn.dk/

Center for Kligeløsning, 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**Finland****The Arbitration Institute of the Finland Chamber of Commerce**

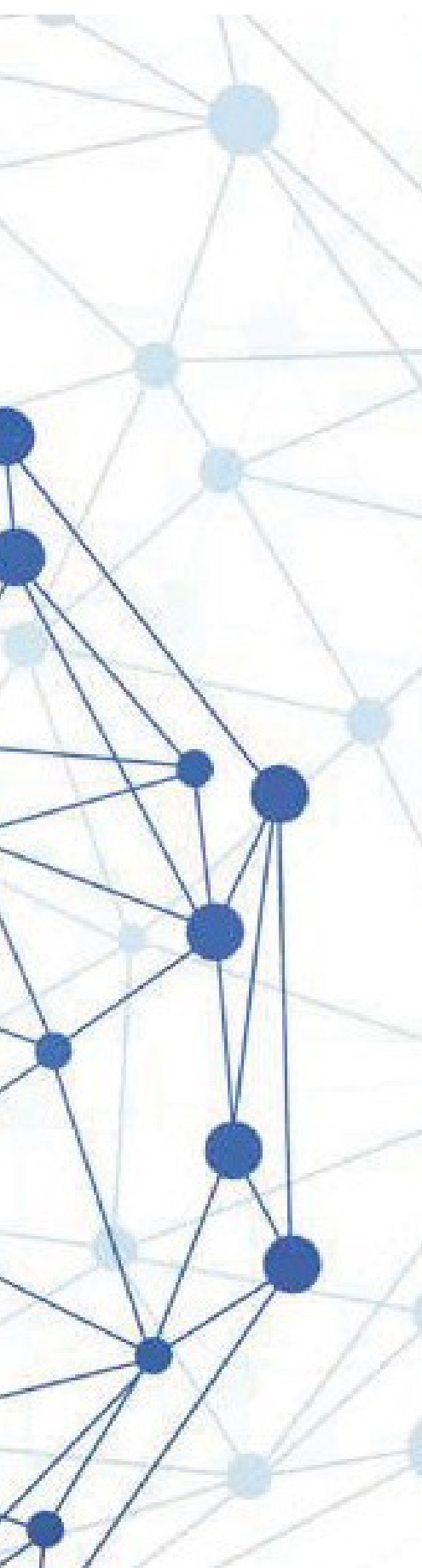
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Dispute Resolution Committee of the Greek Technical Chamber

Victory 4 10563, Athens

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e tee@central.tee.gr

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

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t 0030 2106460862

e grammateia@synigoroskatanaloti.gr

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

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e vb@mkik.hu

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t (230) 203 48 30

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e marc@mcci.org

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The Netherlands**Raad Van Arbitrage voor de Bouw (RvA)****(The Court of Arbitration for the building industry)**

Postbus 19290 3501 DG UTRECHT The Netherlands

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f 030-2 300125

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

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e info@ciarbnigeria.org

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Lagos Court of Arbitration

1A, Remi Olowude Street
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w www.consum.cat/organismes_de_consum/junta_arbitral/index_es.html

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