

Customer Complaint Submission Form

This application form is part of the **Dispute Resolution Service (DRS) Customer Complaints Procedure (CCP)** which can be found at www.ric.org/drs.

Before completing this form, please read the CCP in detail and take particular note of the types of complaint that DRS is able to consider.

Guidance

- a) We rely on information given in your complaint to carry out an appropriate investigation into the issues you have raised.

If we decide to contact the panellists complaint about for their comment, we will forward the information provided by you to the panellist.

During the course of the investigation it may be necessary for us to seek advice from and forward the information you provide to others within or outside of RICS. These may include one or more professionals experienced in dispute resolution law, practice and procedures, or in the subject area of the complaint.

- b) This form contains four sections. It is important that you complete all sections correctly and fully to avoid delay.
 c) The investigation by DRS of a complaint about a dispute resolver is free of charge.

| About you | | | |
|------------|--|---------------------------------------------------------|--|
| Title: | | First Name: | |
| Last Name: | | Designation(s) e.g. professional qualification (MRICS): | |
| Address: | | | |
| Town/city: | | | |
| Post code: | | | |
| Telephone | | Email | |

| Who are you complaining about? | | | | |
|--------------------------------------------|--------------------|-------------------------------------------------------|----------------------|--------------------------|
| Title: | | First Name: | | |
| Last Name: | | Designation(s) eg professional qualification (MRICS): | | |
| Firm name: | | | | |
| Address: | | | | |
| Town/city: | | | | |
| Post code: | | | | |
| Capacity of dispute resolver | Arbitrator | <input type="checkbox"/> | Expert Witness | <input type="checkbox"/> |
| | Adjudicator | <input type="checkbox"/> | Dispute Board member | <input type="checkbox"/> |
| | Independent Expert | <input type="checkbox"/> | Mediator | <input type="checkbox"/> |
| | | | Other (Please state) | |
| Date dispute resolver was appointed by DRS | | | | |

| About your complaint | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| DRS reference number | |
| <p>Please provide a brief description of your complaint and why you are dissatisfied.</p> <p>Do not submit more than 2 sides of A4</p> <p><i>For guidance please refer to the Customer Complaints Procedure for guidance. Copy can be found at www.ric.org/drs.</i></p> | |

| What remedy are you looking to achieve? | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <p>Please give details of the remedy you require and your reasons.</p> <p><i>For DRS remit please refer to the DRS Customer Complaints Procedure.</i></p> <p>Please Note: DRS has no authority to consider any issue relating to the decision of the dispute resolver, award compensation or make a finding of professional negligence.</p> | |

| Declaration | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <p>I declare that:</p> <ul style="list-style-type: none"> a) To the best of my knowledge, everything I have reported to you is correct. b) DRS has my permission to forward the information provided by me to the dispute resolver or firm involved should it be deemed necessary. c) I understand that during the course of the investigation it may be necessary for DRS to forward the information provided by me to an external advisor. d) I understand that DRS may share information provided by me with RICS Regulation or the equivalent authority of any professional body of which the dispute resolver complained about is a member. e) I agree to cooperate fully with DRS during their investigation. f) I understand that the DRS Customer Complaints Procedure is final and that there is no appeal from it. | |
| <p>Submitting this application to RICS Dispute Resolution Service signifies you have read and understand the DRS Customer Complaints Procedure and the accompanying terms and conditions.</p> | |
| Signed | |
| Date | |

Please email to: drs@rics.org

Your privacy: RICS takes the privacy and security of the personal information you provide very seriously. Your details are held in a secure database with authorised access only. We apply data processing policies in compliance with the Data Protection Act 1998 and the Privacy and Electronic Communications Regulations (EC Directive 2003). Unless you have given consent elsewhere, RICS will **not** use the information you provide in this form to contact you with offers of products and services. Nor will RICS share your information with third parties for the purpose of sending you details of offers of products and services.