Complaints form

If you wish to make a complaint about the professional conduct of a chartered or technical surveyor who is a member of the Royal Institution of Chartered Surveyors (RICS), please read our leaflet *How your complaint will be dealt with*, and then fill in this form.

Please also attach copies of any documents that you think may support your case.

Please write clearly, in black ink and send the completed form, and any further material, to:
RICS Professional Conduct
PO Box 2291
Coventry CV4 8ZJ

If you have any queries, please call RICS Professional Conduct on 020 7222 7000.

RICS

Your details

Your name

Your address

Daytime telephone number

Email

Address of property to which the complaint refers (if different from above)

Your surveyor's details

Name

Name of firm

Firm's address

Daytime telephone number

Are you or were you?

A client of the surveyor ❑

A tenant in a property managed by the surveyor ❑

Employed by the surveyor ❑

A fellow chartered or technical surveyor ❑

A solicitor acting on behalf of the complainant ❑

Other professional (please specify)

Other (please specify)

Have you tried to resolve this through the firm's own complaints handling procedure?

Yes ❑   No ❑

If yes, what was the outcome?

Have you taken your complaint to the Surveyors and Valuers Arbitration Scheme (or similar)?

Yes ❑   No ❑

If yes, what was the outcome?

Have you taken your complaint to the small claims court?

Yes ❑   No ❑

If yes, what was the outcome? (Please attach a copy of the judgement form or other confirmation of settlement)

Do you plan to take this matter to arbitration or to court in the future?

Yes ❑   No ❑   I am thinking about it   ❑

Going to court?
Please note, if you are also pursuing this matter through the small claims court, RICS may need to suspend its own investigation until that case is concluded. If so, we will let you know as soon as possible.

Have you approached RICS before about this matter?

Yes ❑   No ❑

If yes, what was the outcome? (Please give details, and quote any reference from previous correspondence)

Have you approached any other body about this matter?

Yes ❑   No ❑

If yes, which body and when?

What was the outcome?

Have any other professionals been involved in trying to sort out the problem?

Yes ❑   No ❑

If yes, who? (Please give contact details)

What was the outcome?

Details of your complaint
Did the subject of your complaint arise within the last six months?

Yes ❑   No ❑

If no, why the delay in contacting us?

Please explain the reasons for your complaint
Please fill no more than three pages of A4 paper. Be as factual as possible, and attach copies of any supporting material you think may be relevant (but please don't send originals).

Are you happy for the surveyor concerned to see a copy of this form, and attached material?

Yes ☐   No ☐

If yes, please sign the statement below.

I confirm that the details given on this form, and all the evidence I submit, may be copied to the surveyor concerned.

Signed

Date

Many thanks for your co-operation.

What happens next?

Your complaint will be acknowledged within 14 days, and we will issue you with a reference which should be used in all future contacts.

Assuming we have your permission, we will then send the details of your complaint on to the surveyor concerned. S/he will then have 14 days to respond. We will be in touch with you again shortly after that.

We'd also appreciate if you could respond to any correspondence with us within 21 days. (If we don't hear from you within that time, we may assume that you do not want to proceed, and close the file.) But please do call us if this isn't possible for any reason.

For office use only

Reference number   *Date received*

If you want financial compensation

Before you complete this form, if you're looking for financial compensation, please note that RICS cannot deliver this – we can discipline, suspend or expel our members, but we cannot award any damages, or compel a member to pay compensation. So if this is what you want, don't waste your time complaining to RICS – instead, see our leaflet *How to complain* for your other options.