



- designations, a designation to denote that they are regulated by RICS.
- Firms must report to RICS any matter that they are required to report under the Rules for the Registration of Firms.

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sued for
over is in
reach of
ss mechanism.
ued to the client with the Terms of Business.
nt and impartial and free of charge within the first stage.
nominated investigating person must be stated.
ed within 28 days.
outcomes must be recorded.
PI insurers of a complaint immediately.
s as a minimum : Stage 1 is where there needs to be consideration of the complaint by a senior member of the firm or the
complaints handling officer.
Stage 2
if the issue is not resolved, the complaint is referred to an independent third party with the authority to award redress. The complainant may be expected to contribute towards costs at this stage.
IRES RICS regulated firms that operate a client account must :
Set clear segregation of duties for employees.
A Principal oversees the client money accounting functions.
Principles cannot override controls.
Competent and knowledgeable staff are to process clients' money with cover provided for long term absence.
Accounting systems and data must be secure.
Client money must be kept separate and clearly identifiable with the word 'client' included in
the bank account name.
Clients must always have access to funds.
We must agree the terms and advise the client on bank details.
The account must not be overdrawn.
We must maintain client ledgers and provide a running balance.
ONEY This is a money protection scheme operated by the RICS.   SCHEME This is a money protection scheme operated by the RICS.
It contains provision for any member of the public to be reimbursed their direct loss of funds when
using an RICS regulated firm.
This is provided through an RICS insurance policy.
s in Rebus' which in Latin translates to 'There is measure in all things'.
nted by the Privy Council in1881.
JRE RICS is self-regulated and internally monitored meaning that it is not regulated by the Government
or external parties.
The Bye-Laws determine how the RICS is regulated.
The Governing council manage and agree the strategy for the RICS.
The Regulatory board, audit committee and management board are beneath the governing council
and execute the strategy set by them.
TEMENT To qualify and equip their members to offer the highest standards of professional service.
To promote and enforce standards
Lead solutions to the major challenges facing the built environment through professional expertise
in the publics interest.