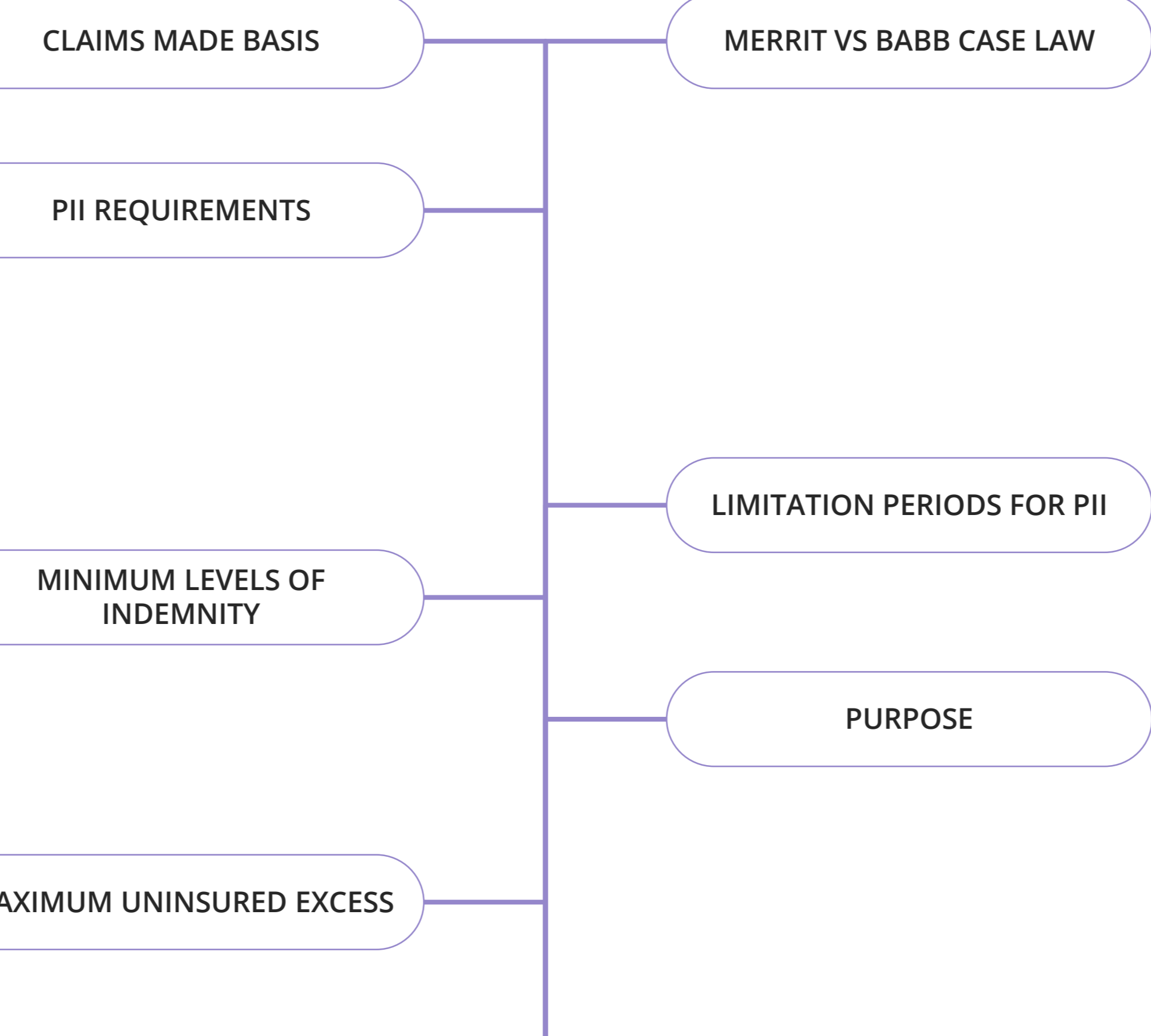
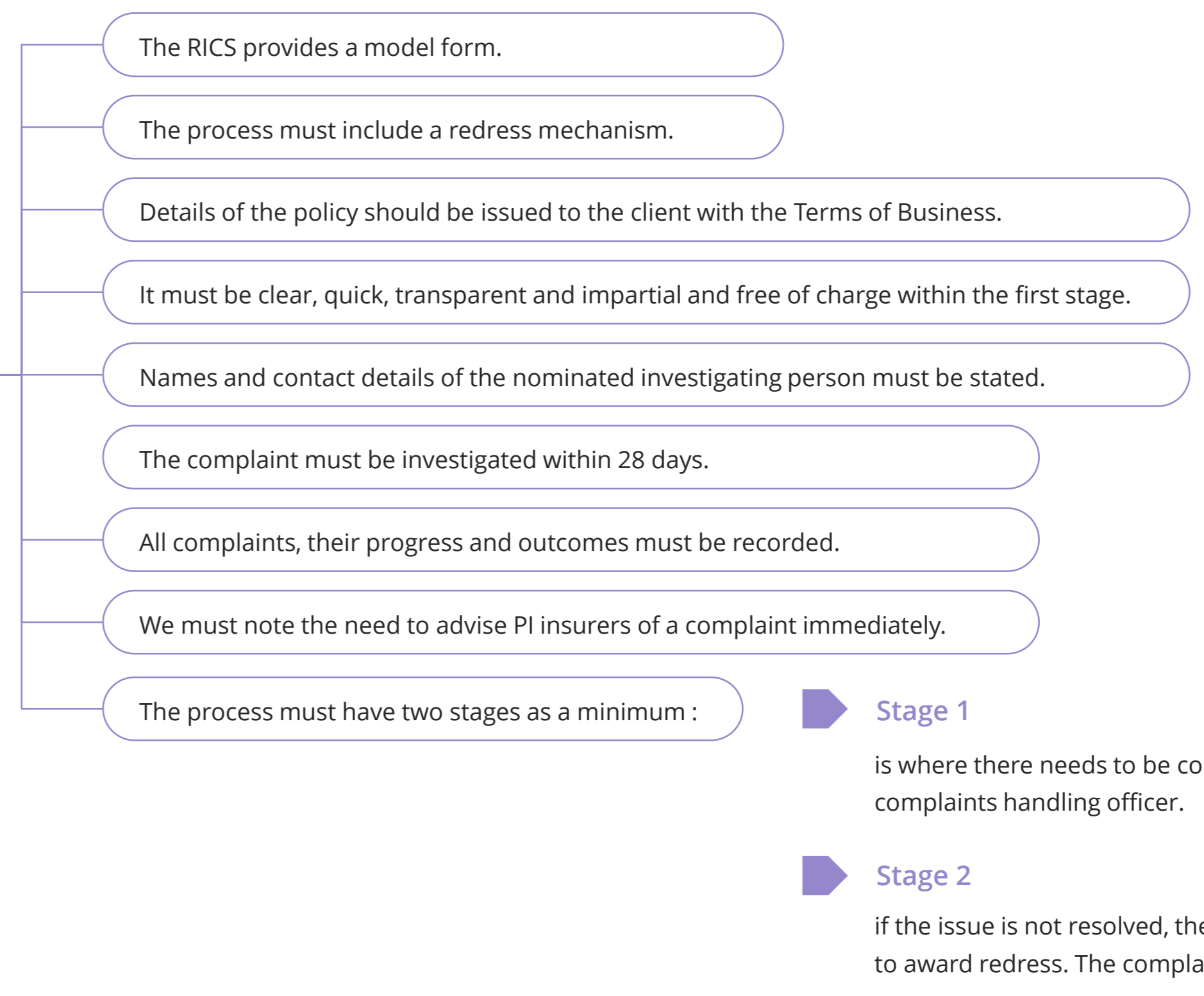




PROFESSIONAL INDEMNITY COVER



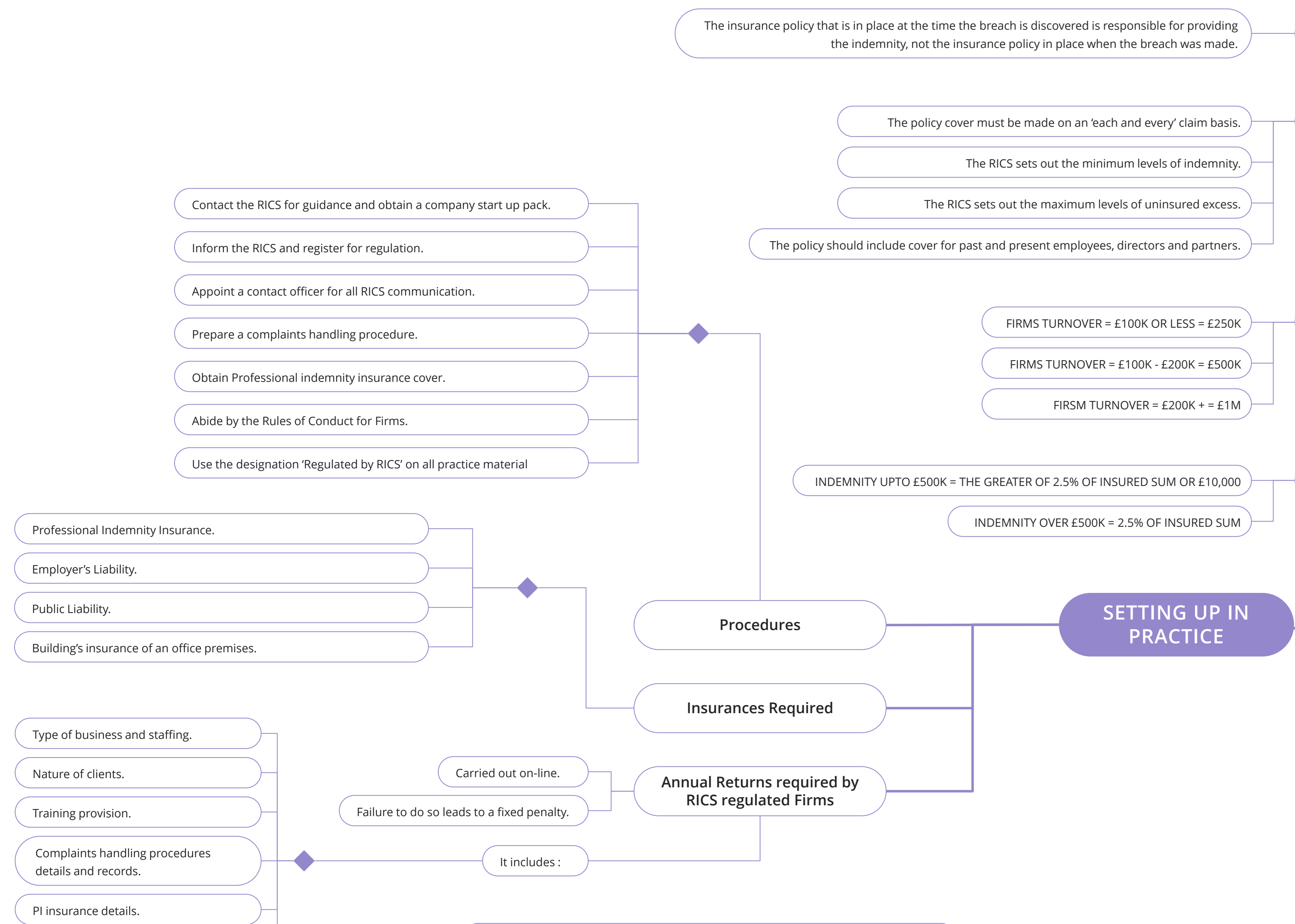
COMPLAINTS HANDLING



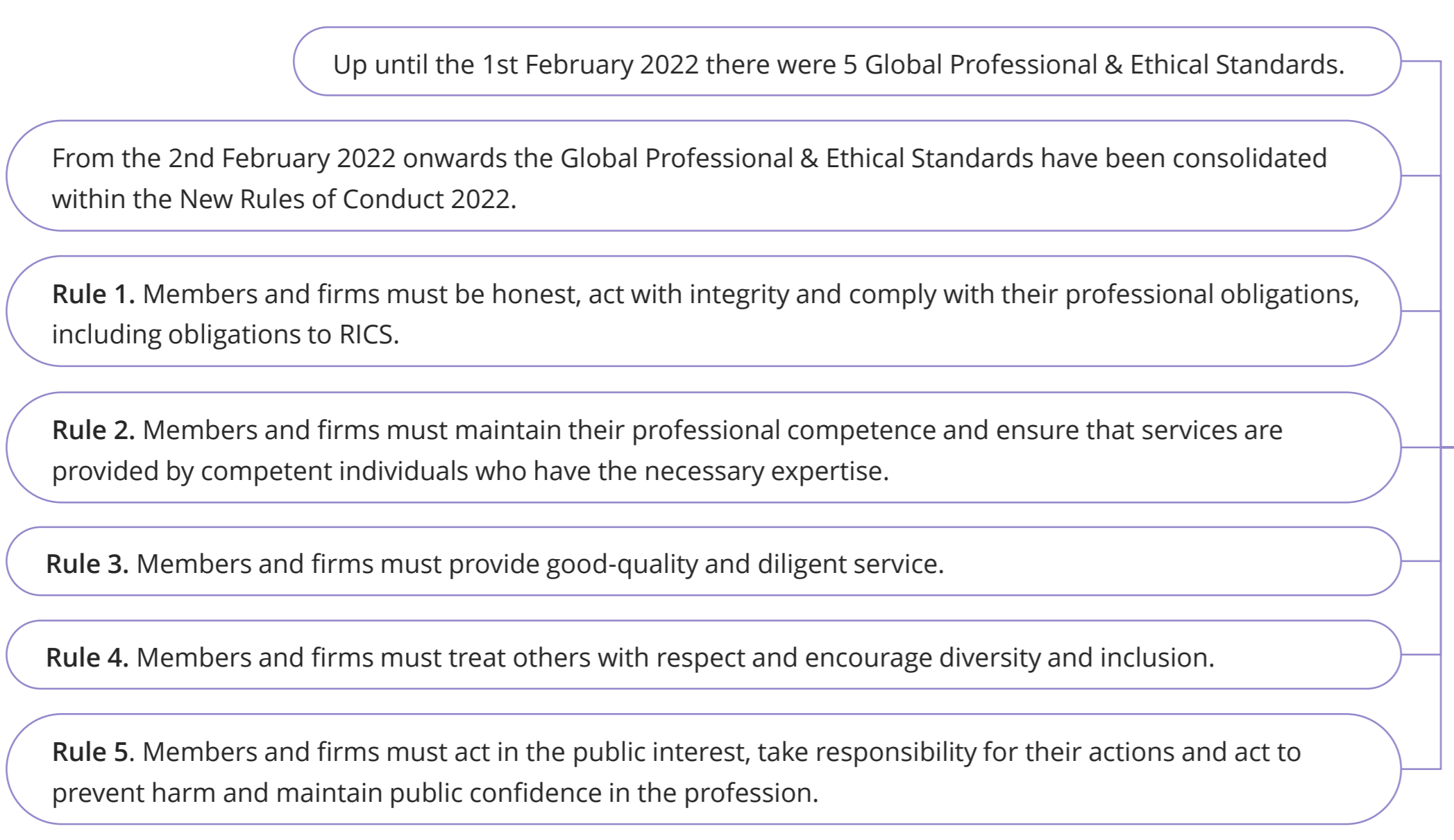
HANDLING OF CLIENTS MONEY



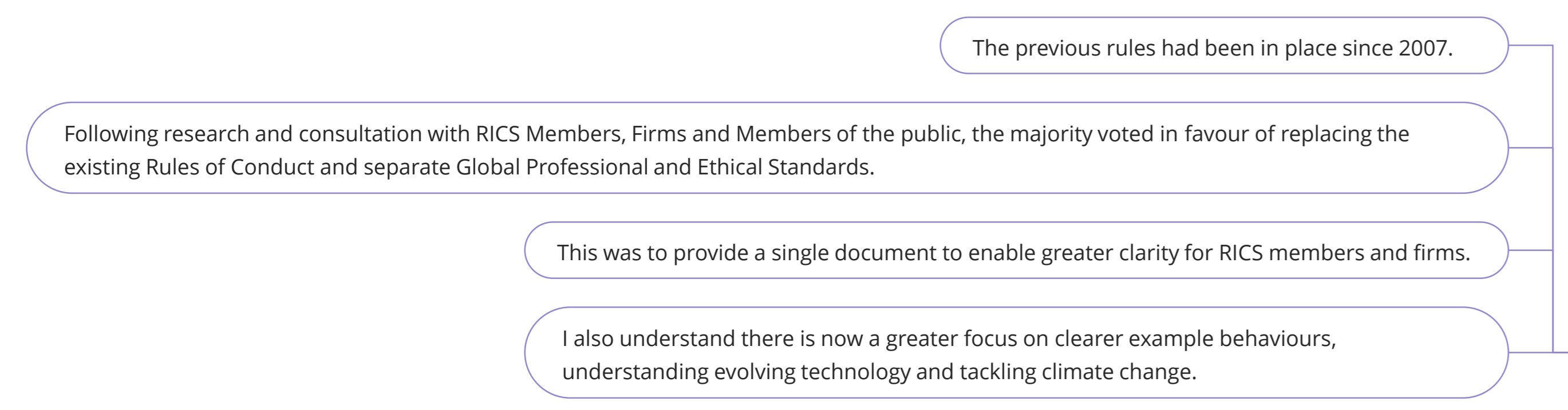
SETTING UP IN PRACTICE



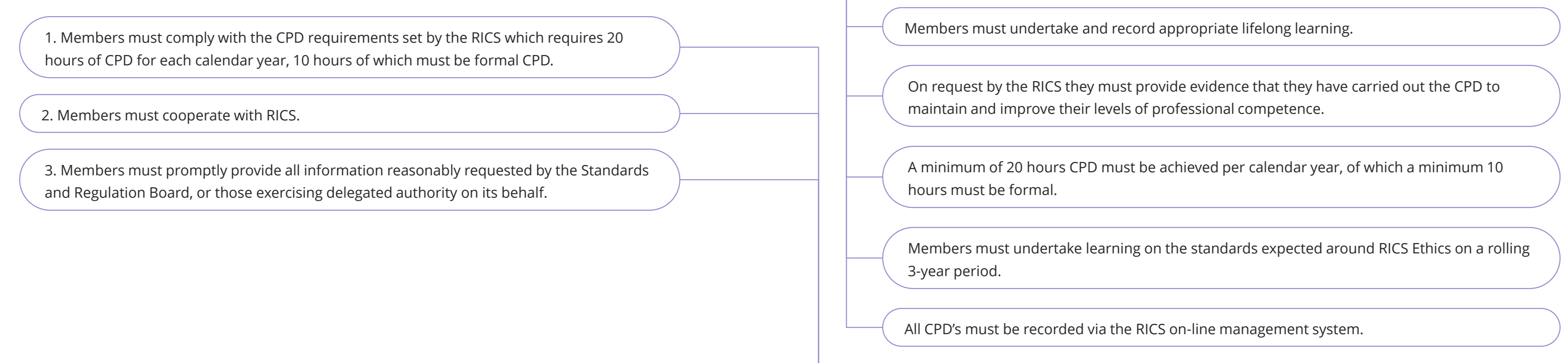
RULES OF CONDUCT



Why did the previous Global Professional & Ethical standards change?



CPD



PROFESSIONAL OBLIGATIONS OF MEMBERS

PROFESSIONAL OBLIGATIONS OF FIRMS

- Firms must publish a complaints-handling procedure, which includes an alternative dispute resolution provider approved by RICS, and maintain a complaints log.
- Firms must ensure that all previous and current professional work is covered by adequate and appropriate professional indemnity cover that meets the standards approved by RICS.
- Firms with a sole principal must make appropriate arrangements for their professional work to continue in the event of their incapacity, death, absence from or inability to work.
- Firms must cooperate with RICS.
- Firms must promptly provide all information reasonably requested by the Standards and Regulation Board, or those exercising delegated authority on its behalf.
- Firms must display on their business literature, in accordance with RICS' published policy on 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.

RICS GENERAL INFORMATION

