

# RICS Complaints Handling Policy

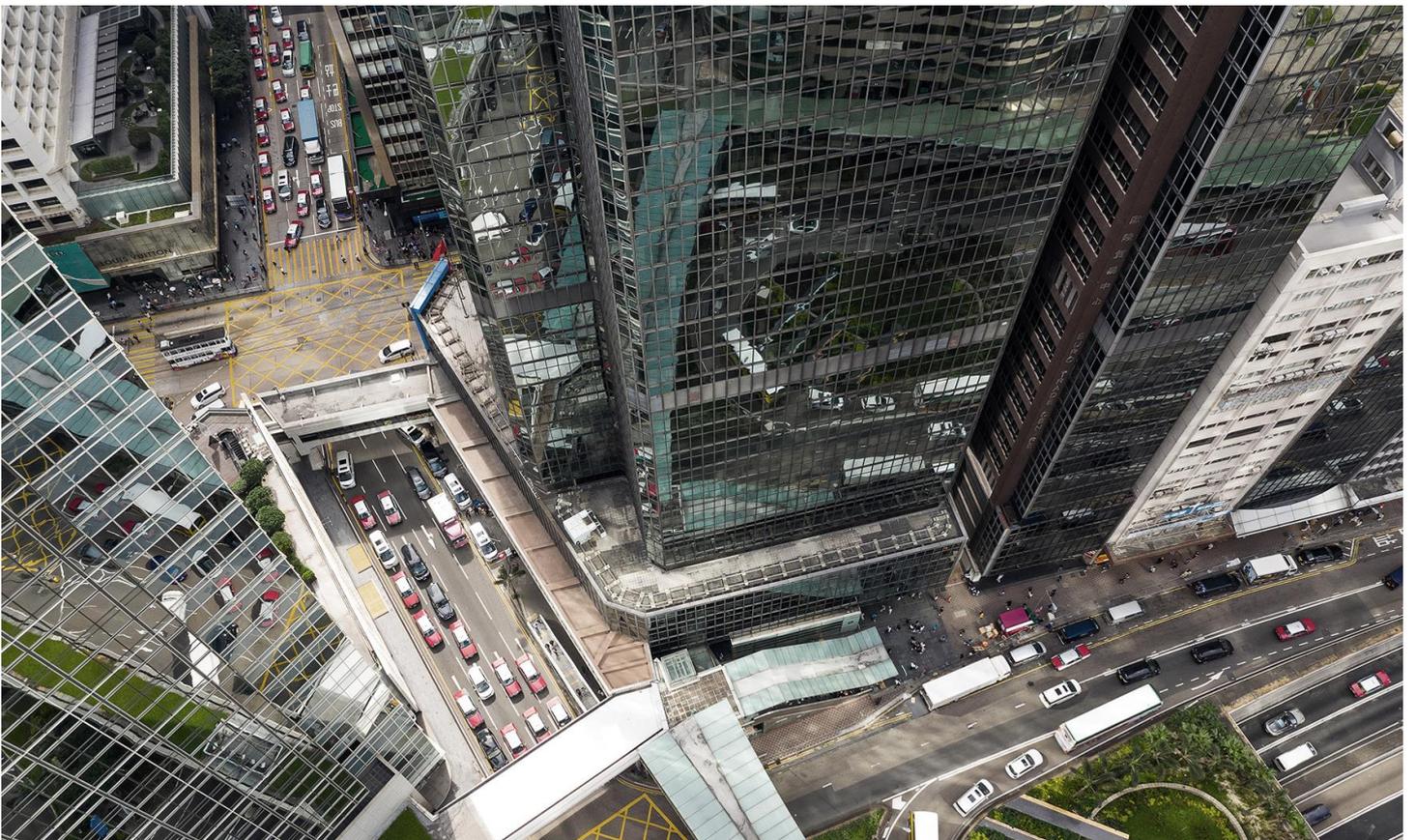
---

Compliance

CBRE Investment Management Limited

CBRE Investment Management (UK) Limited

November 2025



# Policy summary



## **WHY** it is necessary

---

We're committed to providing the best quality of service to our clients, ensuring an entirely satisfactory relationship. However, there may be times when things go wrong, which may give rise to a complaint. If at any time you are unhappy with any aspect of our service, please contact us.

We take complaints very seriously and we have a complaint handling procedure to ensure that your complaints or concerns are handled promptly and impartially, in accordance with the rules and requirements of the the Royal Institute of Chartered Surveyors ("RICS").



## **HOW** to raise a complaint

---

If you would like to make a complaint, please contact us as follows:

### **Head of UK Compliance**

CBRE Investment Management Limited/CBRE Investment Management (UK) Limited  
Third Floor  
One New Change  
London, EC4M 9AF  
Telephone: +44 (0)20 7809 9000

---

We aim to resolve your complaint to your satisfaction. If you are unsatisfied with the result of our handling of your complaint, you can escalate to either of the independent redress providers:

### **Commercial Consumer clients**

The Royal Institution of Chartered Surveyors (RICS)  
Dispute Resolution Service (DRS)  
55 Colmore Row  
Birmingham  
B3 2AA  
Tel: +44 (0)20 7334 3806 Fax: +44 (0)20 7334 3802  
Email: [drs@rics.org](mailto:drs@rics.org); Website: [www.rics.org/drs](http://www.rics.org/drs)  
OR

### **Individual Consumer Clients**

Centre For Effective Dispute Resolution (CEDR)  
100 St. Paul's Churchyard  
London EC4M 8BU  
Tel: +44 (0)20 7536 6000 Fax: +44 (0)20 7536 6001  
Email: [info@cedr.com](mailto:info@cedr.com)



## **WHAT** we do

---

We will investigate your complaint diligently, promptly and fairly, considering all available information. The Head of UK Compliance oversees the investigations to determine the root cause. We will send you a written final response, which will detail our findings and any proposed resolutions.

---

# How to complain

Please send complaints to us using the information provided in the previous section: [Policy Summary - "HOW to raise a complaint"](#). We encourage you to provide complaints to us in writing, however, complaints may also be made verbally. For verbal complaints, we may request a written summary to ensure we have a full understanding of the reasons for your complaint and to ensure effective processing.

## How we handle complaints

### Evaluating, investigating and resolving a complaint

We're committed to resolving your complaints promptly and fairly and we aim to respond to and resolve complaints within 3 business days from the date of receipt of the complaint. If we can't resolve, or if it involves potential financial loss, we'll provide a written response.

If we believe that another firm is responsible for the fault alleged in your complaint, we'll refer the complaint to them, notify you and provide you with their contact details. Where there is a joint responsibility, we will refer and notify you.

### Written responses and resolutions

If we need more time to resolve your complaint, we'll send you a written acknowledgement within 7 business days. This will let you know:

- Who is handling your complaint.
- How we handle complaints – a copy of this procedure.
- If we need any further information from you.

If we can resolve your complaint and give you a final answer within 7 days, we'll include it in this initial acknowledgement.

In any event, we will, within 28 business days from the date of receipt of the complaint, send you an update or final substantive response which:

- Accepts the complaint and indicates how the issue is to be resolved; or
- Rejects the complaint giving full reasons; or
- If a delay continues, we'll explain why, telling you when to expect a final response and inform you that you may ask that the complaint be referred to an independent redress provider – details are provided in the section: [Policy Summary - "HOW to raise a complaint"](#).

# Document Management

Title	RICS Complaints Handling Policy
Version	1.0
Reference	COMP-COMBN-P-003
Date Issued	November 2025
Status	Final
Document owner	Head of UK Compliance
Classification	Public Policy. Can be shared externally outside the firm.
Review cycle	Annual

## Version control and maintenance

Version	Date	Details of all updates made	Approval Date
1.0	June 2019	RICS Complaints Procedure - Original	June 2019
2.0	June 2020	Annual Update	June 2020
3.0	September 2021	Annual Update plus name change rebrand	September 2021
4.0	29 November 2022	Annual Update	29 November 2022
5.0	November 2023	Annual update	November 2023
6.0	June 2024	Annual update	June 2024
1.0	November 2025	Annual Update	November 2025