ABSOLUTE INSPECTION

Complaints Handling Procedure

RICS-regulated firm | Singapore

Document owner	Tan Wee Kwang, Complaints Handling Officer
Approved by	Tan Wee Kwang
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Status: Approved

1. Purpose and regulatory basis

Absolute Inspection is committed to providing professional, diligent and good-quality services. This procedure sets out how the firm receives, records, investigates, responds to and learns from complaints. It is intended to provide a fair, transparent, accessible and timely process for clients and other complainants.

This procedure supports the RICS Rules of Conduct and RICS requirements for regulated firms to publish a complaints-handling procedure, include an approved alternative dispute resolution (ADR) mechanism and maintain a complaints log.

2. Scope

This procedure applies to complaints concerning professional services, conduct, communications, fees, administration or customer service provided by Absolute Inspection, its directors, employees, consultants or subcontractors acting on its behalf.

A complaint is any oral or written expression of dissatisfaction, whether or not justified, where a response or remedial action is reasonably expected. Minor service concerns may be resolved immediately, but they must be escalated and logged where they are not resolved promptly, are repeated, allege negligence or misconduct, involve material loss, or may require notification to insurers or RICS.

3. Principles

- Complaints will be treated seriously, impartially, respectfully and without retaliation or disadvantage to the complainant.
- The process will be accessible and proportionate to the nature, complexity and seriousness of the complaint.
- The person investigating should, where practicable, be independent of the work or conduct complained about and have sufficient authority and competence.
- The firm will communicate clearly, keep the complainant updated and explain any delay.
- The firm will not discourage a complainant from approaching its ADR provider, RICS or another regulatory body.
- Potential claims, circumstances or serious matters will be notified promptly in accordance with the firm's professional indemnity insurance and regulatory obligations.

4. Responsibility and governance

Role	Responsibility
Tan Wee Kwang / Director, Complaints Handling Officer	Owns this procedure; receives and logs complaints; appoints an investigator; monitors deadlines; issues or approves formal responses; maintains records; reports trends and corrective action.
Jake Yeoh / CBS, Alternate Officer	Acts where the Complaints Handling Officer is absent, conflicted or is the subject of the complaint.
All personnel	Recognise complaints, respond courteously, preserve relevant records and forward complaints to the Complaints Handling Officer no later than the next working day.

Role	Responsibility
Managing Director / Board	Approves this procedure, reviews significant complaints and trends, and ensures appropriate resources, training and corrective action.

5. How to make a complaint

Complaints should preferably be made in writing so that the firm has a clear and complete understanding of the issues. The firm will nevertheless assist a person who has difficulty making a written complaint and will record oral complaints accurately.

For the attention of	Tan Wee Kwang / Director
Email	weekwang@absoluteinspection.sg
Postal address	415 Hougang Ave 10 #04-1262, Singapore 530415
Telephone	9151 2312
Office hours	Monday-Friday, 9.00 am-6.00 pm, excluding public holidays

The complainant should provide, where available: their name and contact details; the relevant property, instruction or project; the service and personnel involved; what happened and when; supporting documents; and the outcome sought. A complaint will not be rejected merely because some information is unavailable.

6. Two-stage complaints process

Stage 1 - Internal review and resolution

Receipt and logging: The complaint is forwarded to the Complaints Handling Officer and entered in the complaints log, with a unique reference number. Relevant files, emails, notes, photographs and reports are preserved.

Acknowledgement: The firm will acknowledge the complaint within 5 working days of receipt, identify the person handling it, provide a copy or link to this procedure, and state when a substantive response is expected.

Conflict and risk check: The Complaints Handling Officer will consider independence, conflicts of interest, professional indemnity insurance notification, legal privilege, safeguarding, data protection and whether the matter may amount to a serious breach requiring regulatory reporting.

Investigation: The investigator will review the terms of engagement, file records and evidence; speak with relevant personnel; seek clarification from the complainant where needed; and assess the complaint fairly against the agreed scope, applicable standards and the information reasonably available at the time.

Substantive response: The firm aims to provide a full written response within 20 working days of receipt. The response will summarise the complaint, evidence considered, findings on each material issue, any remedy or corrective action, and the right to proceed to Stage 2 if dissatisfied.

Delay: Where a full response cannot be issued within 20 working days, the firm will explain the reason before the deadline, provide a progress update and give a revised target date.

Resolution and closure: Any agreed action will be documented and implemented. The complaint will be closed only after the outcome and actions are recorded, subject to any continuing claim, ADR or regulatory process.

Stage 2 - Independent alternative dispute resolution

If the complainant remains dissatisfied after the firm's final Stage 1 response, or the firm confirms that it cannot resolve the complaint, the complainant may refer the matter to the independent RICS-approved ADR provider stated below, subject to that provider's jurisdiction, rules, time limits and fees.

Selected provider	Singapore Mediation Centre (SMC)
Address	Supreme Court Lane, Level 4, Singapore 178879
Telephone	+65 6332 4366
Email	enquiries@mediation.com.sg
Website	www.mediation.com.sg
Referral terms	Referral is subject to the provider's current rules, acceptance criteria, applicable time limits and charges. The firm will explain any relevant costs and will not discourage use of ADR.

7. Outcomes and remedies

Depending on the findings and the firm's authority, an outcome may include an explanation, apology, correction, completion or re-performance of work, fee adjustment or refund, payment of an agreed amount, referral to insurers, staff guidance or training, process improvement, disciplinary action, or no further action where the complaint is not upheld. Any admission, settlement or payment must be authorised in line with the firm's insurance and governance arrangements.

8. Professional indemnity insurance and serious matters

On receipt of a complaint, personnel must not admit liability, agree compensation or disclose privileged advice without appropriate authority. The Complaints Handling Officer will promptly assess whether the matter is a claim or circumstance requiring notification to the firm's professional indemnity insurer or broker, and will follow policy conditions.

Where a complaint reveals suspected fraud, dishonesty, missing client money, serious professional misconduct, significant risk of harm or another potentially reportable breach, the Responsible Principal will consider immediate protective action and reporting to RICS Regulation or other competent authorities.

9. Confidentiality, records and data

Complaint information will be shared only with those who need it for investigation, advice, insurance, ADR, legal or regulatory purposes. Records will be handled in accordance with the firm's data protection, confidentiality, document retention and information security arrangements.

The complaints file should include the original complaint, acknowledgement, investigation plan, evidence, communications, risk and insurance decisions, response, outcome, corrective action, ADR details and closure approval. Records will be retained for 12 months.

10. Complaints log, learning and management review

Every complaint within scope must be recorded in the complaints log. The log must capture not only dates and outcomes, but also what went wrong, actions taken and improvements made. The Complaints Handling Officer will review open complaints at least monthly and report significant matters, recurring themes and overdue actions to management.

At least annually, the firm will review complaint trends, root causes, service standards, terms of engagement, report templates, supervision, training and continuing professional development. Lessons learned will be communicated to relevant staff and tracked to completion.

11. Accessibility and fair treatment

The firm will make reasonable adjustments to the process where required, including accepting a complaint through an authorised representative, using accessible formats or communication methods, and allowing additional time where appropriate. Anonymous complaints will be considered where sufficient information is available to investigate them.

12. Publication, training and review

- This procedure will be published on the firm's website and supplied on request.
- Terms of engagement and client communications will signpost this procedure and the selected ADR provider.
- All personnel will receive induction and periodic refresher training on recognising, escalating and recording complaints.
- The procedure will be reviewed at least annually and sooner following material regulatory change, a significant complaint, a change of ADR provider or a change in the firm's services.

13. Document control and approval

Version	Date	Change summary	Approved by	Next review
1.0	[date]	Initial issue	[name/title]	[date]

Appendix A - Complaints log template

Maintain this log as a controlled internal record. Add links or references to the complete complaint file rather than placing sensitive detail in the summary log where unnecessary.

Log field	Required entry
Complaint reference	Unique sequential reference
Date received	Date and time first received
Complainant / client	Name, organisation and contact details
Project / service	Property, instruction, report or service concerned
Complaint summary	Issues raised and outcome sought
Complaint owner	Investigator and approving officer
Acknowledgement	Due date and date sent
Substantive response	Due date, revised date if any, and date sent
Risk notifications	PII insurer / broker, RICS, legal adviser or other authority, including dates
Outcome / remedy	Findings, remedy offered or agreed, and implementation status
ADR	Provider, referral date, status and outcome
Root cause	What went wrong or why dissatisfaction arose
Improvement action	Process, communication, supervision, template, training or CPD action; owner and due date
Closure	Closure date and approval