

Public Grievance Process (External Stakeholders)

(B Corp & RICS Aligned)

1. Purpose

At adpt Property Management, we are committed to operating with openness, accountability, and integrity. As part of our commitment to responsible business practices and our B Corp journey, we provide a clear and accessible process for external stakeholders to raise concerns, complaints, or grievances relating to our services, conduct, or impact.

This process ensures that all concerns are handled fairly, transparently, and in accordance with our obligations as a RICS-regulated firm, with access to independent redress via the RICS Dispute Resolution Service (DRS).

2. Scope

This process applies to all external stakeholders, including clients, tenants, contractors, suppliers, communities, and the wider public. It covers concerns relating to service delivery, professional conduct, ESG impact, and regulatory compliance.

3. Our Principles

Accessibility, Fairness, Transparency, Confidentiality, Accountability, and Independence underpin our approach to managing grievances.

4. How to Raise a Grievance

Email: hello@adpt.co.uk

Post: adpt Property Management Limited, 3rd floor, 25 Watling Street, London, EC4M 9BR

Submissions should include details of the concern, relevant dates, and supporting information where possible. We will acknowledge all grievances within 5 working days.

5. Internal Review Process

Step 1 – Acknowledgement: Within 5 working days.

Step 2 – Investigation: Impartial review of all relevant information.

Step 3 – Response: Written response within 15 working days, including findings and actions.

6. Escalation and Independent Redress

If unresolved, stakeholders may refer the matter to the RICS Dispute Resolution Service (DRS) via <http://www.rics.org> for independent adjudication.

<https://www.rics.org/regulation/reporting-concerns/report-concerns-about-a-rics-member-or-rics-regulated-firm>

7. Confidentiality and Protection

All grievances are handled confidentially. Anonymous complaints are accepted. Retaliation against complainants is strictly prohibited.

8. Monitoring and Continuous Improvement

We log and review all grievances, identify root causes, and implement improvements aligned with our B Corp commitments.

9. Governance and Responsibility

Oversight sits with the Managing Director, Head of Property Management, and the RICS Responsible Principal.

10. Review and Publication

This document is publicly available and reviewed annually.

11. Statement of Commitment

We view grievances as opportunities to strengthen trust, improve services, and uphold the highest professional standards.