

Employee Complaints Procedure

Status: RICS Accredited Firm Policy

Alignment: RICS Rules of Conduct (effective 2 February 2022) and B Corp ethical governance principles

Last review: 25 November 2025

1. Policy Statement

adpt Property Management is committed to creating a respectful, fair, and inclusive working environment where employees feel supported and able to raise concerns. As an RICS-accredited firm and an organisation aligned with B Corp principles, we recognise that listening to employee feedback and addressing concerns promptly is fundamental to ethical governance, staff wellbeing, and professional integrity.

This Employee Complaints Procedure provides a clear and fair process for raising and resolving workplace concerns in a timely and transparent manner.

2. Scope

This procedure applies to all employees of adpt Property Management, including permanent, temporary, fixed-term, and probationary staff.

It covers workplace-related complaints including, but not limited to:

- Working conditions or resourcing
- Management practices or conduct
- Interpersonal conflict or bullying
- Discrimination or lack of inclusion
- Health, safety, or wellbeing concerns
- Breaches of internal policies or expected standards of behaviour

This procedure does not replace the Whistleblowing Policy, which should be used where concerns relate to serious wrongdoing, illegality, or matters in the public interest.

3. What Is an Employee Complaint?

An employee complaint is an expression of dissatisfaction relating to the workplace or employment which requires a response. Complaints may be raised whether or not they are ultimately upheld.

adpt Property Management encourages early and constructive dialogue wherever possible.

4. Informal Resolution

Employees are encouraged to raise concerns informally in the first instance, where appropriate, with:

- Their Line Manager, or
- A member of the HR team

Many issues can be resolved quickly through open discussion, clarification, or agreed adjustments without the need for formal escalation.

5. Formal Complaints Procedure

If a matter cannot be resolved informally, or if the employee feels informal resolution is not appropriate, a formal complaint may be raised.

How to Make a Formal Complaint

Formal complaints should be submitted in writing and include sufficient detail to allow the matter to be properly understood and investigated. Complaints should be addressed to:

Office Manager / HR Contact

Berrak Jackson

020 7100 6789

berrak@adpt.property

6. Acknowledgement and Investigation

- All formal complaints will be acknowledged within **7 working days** of receipt
- The complaint will be logged confidentially
- A nominated manager or HR representative will be appointed to investigate the matter
- Where appropriate, meetings may be held with relevant parties as part of the investigation

Investigations will be conducted fairly, impartially, and without unreasonable delay.

7. Response Timescales

Within **28 days** of receiving a formal complaint, adpt Property Management will:

- Provide a written response setting out findings and any actions, **or**
- Provide a written update explaining progress and expected next steps

In all cases, a final outcome will normally be provided no later than **8 weeks** from receipt of the complaint, unless exceptional circumstances apply.

8. Outcome and Resolution

Following investigation, adpt Property Management will:

- Explain the outcome clearly
- Confirm any actions taken or proposed
- Where appropriate, outline steps to improve working practices

Outcomes may include mediation, training, changes to working arrangements, or other appropriate measures.

9. Escalation

If an employee is dissatisfied with the outcome of a formal complaint, they may request escalation. Escalated complaints will be reviewed by:

Managing Director

Brock Bergius

The Managing Director's decision will normally be final, subject to any statutory employment rights.

Independent Redress Scheme

If you are dissatisfied with our final decision or any aspect of our handling of your complaint, you may contact either of the following independent redress schemes:

adpt is regulated by RICS for the provision of surveying services. This means we agree to uphold the RICS Rules of Conduct for Firms and all other applicable mandatory professional practice requirements of RICS, which can be found at www.rics.org

As a RICS regulated firm we have committed to cooperating with RICS in ensuring compliance with its standards.

10. RICS and Ethical Responsibilities

As an RICS-regulated firm, adpt Property Management is committed to treating employees with respect and encouraging a culture of openness, professionalism, and accountability. Employee complaints are considered an important mechanism for maintaining ethical standards and preventing harm.

11. B Corp Alignment

In line with B Corp principles, this procedure supports:

- Fair treatment and worker voice
- Transparent and accountable management
- Continuous improvement of workplace culture
- Responsible governance that considers people as key stakeholders

Insights from employee complaints will be used, where appropriate, to improve policies, systems, and leadership practices.

12. Confidentiality and Data Protection

All complaints will be handled sensitively and in accordance with the UK GDPR and Data Protection Act 2018. Information will be shared only on a need-to-know basis and retained in line with data protection and record-keeping requirements.

13. Review and Responsibility

The Managing Director has overall responsibility for this procedure. It will be reviewed annually, or sooner if required by changes to employment law, RICS regulation, or B Corp standards.

Approved by: Brock Bergius, Managing Director, 12th March 2025

Policy Owner: adpt Property Management