

The below is the steps for attending to your complaint if there arose.

Stage One

Send us your written complaint to us in details in order ensure us have a full understanding of the reasons in respect of your complaint. We will acknowledge receipt of this within 7 days and update you within 28 days for a complete response.

Boon Yee Liew, the firm nominated RICS responsible principal
Email: info@paragonconsultants.org

Stage Two

RICS become involved if we are unable to agree on how to resolve your complaint.

An alternative dispute resolution (ADR) provider that is approved by the RICS Standards and Regulation Board, and the following are selected by Paragon Consultants and may proceeding the dispute resolution.

Asian International Arbitration Centre (AIAC)
Bangunan Sulaiman, Jalan Sultan Hishamuddin, 50000 Kuala Lumpur, Malaysia
t +603 2271 1000
e enquiry@aiac.world
w www.aiac.world

China International Economic and Trade Arbitration Commission (CIETAC)
6/F, CCOIC Building, 2 Huapichang Hutong, Xicheng District, Beijing 100035, China
t +86 010-82217788, 64646688
e info@cietac.org
w www.cietac.org

Hong Kong International Arbitration Centre (HKIAC)
38th Floor 2 Exchange Square, 8 Connaught Place, Hong Kong
t +852 2525 2381
e adr@hkiac.org
w www.hkiac.org

Singapore International Arbitration Centre (SIAC)
32 Maxwell Road, #02-01 Maxwell Chambers, Singapore 069115, Singapore
t +65 6221 8833
e corpcomms@siac.org.sg
w www.siac.org.sg

Singapore Mediation Centre (SMC)
Supreme Court Lane, Level 4, Singapore 178879, Singapore
t +65 6332 4366
e enquiries@mediation.com.sg
w www.mediation.com.sg