



## COMPLAINT FORM

### **What complaints can the AIPP investigate?**

We can only investigate complaints about AIPP Members.

All AIPP Members have agreed to follow our Code of Conduct (copy attached). The complaints we investigate are allegations that the Code or rules of AIPP have not been followed.

Our Disciplinary Procedure cannot be used to investigate alleged inadequate service or civil disputes. If your complaint is regarding a dispute with an AIPP member, over a contract or agreement made with them, we will refer you to our **Dispute Resolution Procedure**.

### **Before making a complaint:**

- Have you written to the company directly?

You should always attempt to resolve the matter directly with the company first. Direct contact is always the best way to resolve complaints in most cases.

Before contacting AIPP with your complaint you should first raise your complaint directly to the company in writing. If you are not satisfied with the outcome, or if the Member has not responded to your written complaint, you may then wish to refer this to the AIPP.

Please attach a copy of your original letter of complaint to this form, along with any response you have received.

### **Making a complaint with the AIPP:**

To lodge a complaint about a Member's conduct, please complete and return this form. You may wish to attach any key supporting documents.

If your complaint falls within the remit of the Disciplinary Procedure, it will be forwarded to the Member concerned for their response, and then an initial assessment will be made by our Disciplinary Panel. The complaint may then be referred to a disciplinary hearing if required. To read our full Disciplinary Procedure visit our website <http://www.aipp.org.uk/industry/disciplinary-procedure/>.

If a Member is found to be in breach of the Code of Conduct, four sanctions are available: a reprimand; expulsion from membership; suspension of membership; a fine of up to £25,000 or one month's net profits, whichever is the lesser. The AIPP does not have the power to order compensation to be paid to the complainant.

If you have any questions or are unsure how to complete this form, please contact us on +44 (0)20 7222 6172.

**ADMIN USE ONLY**

Complaint ref no:

Date form received:



**COMPLAINANT:**

Name:

Address:

Daytime phone:

Mobile number:

Email address:

**COMPANY:**

Name of AIPP Member company you are complaining about:

Product or service you are complaining about (eg. sale of property):

Estimated date(s) of alleged conduct:

**COMPLAINT:**

Please provide below details of your complaint.

We ask you to make clear which parts of the Code of Conduct (attached) you believe the company has not followed.

Please indicate each part of the Code of Conduct you feel has been broken, e.g. 1.1:

When did you first complain to the Member company?

**Please attach your original letter of complaint to this form.**

Have you received the company's final response to your complaint? **YES / NO**

Please provide a summary of your complaint below, including dates on which the alleged breaches of our Code of Conduct occurred. Please keep this brief, outlining the main points:

**e.g.)**

**Code of Conduct:**  
**Date of conduct:**  
**Summary of complaint:** *Include key details here....*

Have you contacted any other body or regulator about your complaint? **YES / NO**

Are there any ongoing or proposed legal proceedings over this matter? **YES / NO**

If you answered **YES** to either of the above, please include brief details below:

**WHAT NOW?**

Upon receipt of your completed complaint form, if the issues raised fall within the remit of our Disciplinary Procedure we will contact the company in question. The details provided on this form will be shared with them. Please be aware that any written correspondence submitted to AIPP in relation to your complaint may also be seen by the Disciplinary Panel and the Member company. Please be sure to include only information that you are happy to share. If any comments/documents are confidential, please make this clear in your correspondence.

In order for us to investigate this complaint, the company in question may need to present us with correspondence or other documentation in relation to your dealings with them. By submitting this form, unless otherwise stated, you are accepting that they can share this information with us.

For a copy of our Disciplinary Procedure or Dispute Resolution Procedure, or if you have any questions at all about the AIPP's complaints process, please contact us.

**Please sign and date below to agree to these terms.**

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Print name(s): \_\_\_\_\_

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**About the AIPP**

The Association of International Property Professionals Ltd is a not-for-profit organisation. Its sole aim is to improve standards of professionalism in the international property market.

**CONTACT DETAILS:**

Address: Association of International Property Professionals Ltd,  
Fourth Floor, 5-8 The Sanctuary, Westminster, London SW1P 3JS  
Phone: +44 (0)20 7222 6172  
Email: [enquiries@aipp.org.uk](mailto:enquiries@aipp.org.uk)  
Website: [www.aipp.org.uk](http://www.aipp.org.uk)  
Company no: 5677417



The Association of International Property Professionals  
Clutha House, 10 Storey's Gate London SW1P 3AY

Schedule I  
The Code of Conduct  
(v.1.3)

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**1. General**

1. Members shall adhere to the highest standards of honesty and professional integrity both in their dealings with the public and in their dealings with each other.
2. Members shall conduct their affairs with integrity and dignity.
3. Members shall, in particular, refrain from misleading statements and exaggerated claims in their dealings with sellers, buyers and potential buyers.
4. Members shall take all possible steps to avoid conflicts of interests and shall decline to deal with any transaction where such conflicts arise.

**2. Marketing & Sales**

1. Members shall, if they are developers or sales agents, make it clear that they are or represent the Seller of a property. In any other case the Member must make clear their status and whose interests they represent.
2. Members shall always recommend the use of an independent lawyer for international property transactions.
3. Members shall not require potential buyers to sign binding preliminary purchase contracts without giving them reasonable opportunity to reflect on the contract and to obtain legal advice. Nothing in this rule shall prevent a Member securing the immediate signature of a reservation contract or similar under which a property is removed from the market for a defined period upon payment of a modest deposit and which does not irrevocably commit the buyer to the purchase of the property.

**3. Legal**

1. Members shall comply with all applicable local laws, including tax laws.
2. Members shall accept responsibility for all acts of their staff.

**4. Relations with AIPP**

1. Members shall comply with this Code of Conduct and with all rules made by AIPP.
2. Members shall respond promptly to correspondence from AIPP.
3. Members shall, upon request by AIPP, provide AIPP with copies of any document relating to their dealings with any other person or their business practices which in the opinion of AIPP may be necessary in order to establish the Member's compliance with his obligations under this code or in connection with the Dispute Resolution Procedure

**5. Training**

1. All Members, unless exempted by the Board on the basis of their proven previous experience, shall within 6 months of being accepted into membership satisfactorily complete the AIPP Basic Training Course.

2. *This provision was suspended on 19<sup>th</sup> March 2009 until further notice:* All Business Members must within 12 months of being accepted into membership have at least one relevant representative satisfactorily complete the AIPP country specific training courses relevant to the areas in which they intend to deal with property.
3. *This provision was suspended on 19<sup>th</sup> March 2009 until further notice:* All employees of Business Members engaged in sales activities must, within 4 months of taking up their appointment, pass an internal or external Basic Training Course approved by AIPP.

#### **6. Dispute Resolution**

1. All Members shall refer any disputes arising as between Members to the Dispute Resolution Procedure.
2. All Business Members shall at the outset of their relationship with a seller, buyer or other customer notify them of the existence of this Code of Conduct and of the Dispute Resolution Procedure through their AIPP membership and the associated TPO (The Property Ombudsman) scheme. Both AIPP and TPO logos should be prominently displayed on member websites, promotional literature and in member offices to aid customer understanding.
3. If any dispute arises between a Member and any seller, buyer or other customer the Member shall again draw their attention to the existence of the Dispute Resolution Procedure and supply them with a copy of it.
4. If the seller, buyer or other customer wishes to do so the Member shall agree to invoke and be bound by the Dispute Resolution Procedure.

#### **7. Applicability**

1. This Code of Conduct, unless the context otherwise requires, shall apply to all aspects of the Members' activities in connection with International Real Estate including development, marketing, sales, resales, third party introductions and property management.
2. This Code of Conduct shall not limit any greater rights that a non Member might enjoy under local law or otherwise.