

Complaints Handling Procedure

The Royal Institution of Chartered Surveyors (RICS) requires all members firms offer its services to the public, to have a Complaints Handling Procedure meeting RICS standards.

Pioneer International Projects Management Consultant LLC complies with this requirement and if you have a complaint, then the following steps set out the procedure which will be followed in handling your complaint.

1. A person has been appointed in this office to deal with complaints, and you should not hesitate to contact the relevant person. Details are set out below:

Mr. Mohammed Zumeili

Vice Chairman

Pioneer International Projects Management Consultant LLC

P.O. Box: 129590,

Abu Dhabi, UAE

Telephone No: +971 (0) 2 632 2990

Email: mzumeili@pioneeripm.com

2. Where your complaint is initially made verbally, you will be requested to send a written summary of your complaint to the person dealing with it.
3. Once we have received your written summary of the complaint, we will contact you in writing within (14) fourteen days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.
4. Within (14) fourteen of receipt of your written summary, the person dealing with your complaint will write to you, in order to inform you of the outcome of the investigation into your complaint and to let you know what actions have been or will be taken.
5. If you are dissatisfied with any aspect of our handling of your complaint, you may contact:

Dr Raaed Al Tartouri

Chairman

Pioneer International Projects Management Consultant LLC

P.O. Box: 129590,

Abu Dhabi, UAE

Telephone No: +971 (0) 2 632 2990

6. who will personally conduct a separate review of your complaint and contact you within (14) fourteen days to inform you of the conclusion of this review.
7. If you are still dissatisfied with outcome of this step and for Business Related Complaints, you may refer your complaint to Arbitration in Dubai International Arbitration Centre (DIAC) and in accordance with DIAC rules. This should be subject to the existence of arbitration agreement between the parties. The contact details for DIAC and to obtain a copy of the DIAC rules:

Dubai International Arbitration Centre (DIAC)

Dubai Chamber of Commerce & industry,
Baniyas Road,
Deira – Dubai
Telephone No: +971 (0) 4 202 8343)

E-Mail: arbitrationcentre@dubaichamber.com
Web Site: www.diac.ae