



## **Take responsibility**

Be accountable for all your actions - don't blame others if things go wrong, and if you suspect something isn't right, be prepared to take action.

This standard includes, but is not limited to the following behaviours or actions:

- Always act with skill, care and diligence
- If someone makes a complaint about something that you have done, then respond in an appropriate and professional manner and aim to resolve the matter to the satisfaction of the complainant as far as you can
- If you think something is not right, be prepared to question it and raise the matter as appropriate with your colleagues, within your firm or the organisation that you work for, with RICS or with any other appropriate body or organisation

Some of the key questions that you could ask yourself include:

- Am I approachable?
- Does my firm or organisation have a clear complaints handling procedure?
- Do I learn from complaints?
- Do I take complaints seriously?
- Am I clear about what the process is within my firm or the organisation that I work for about raising concerns?
- Have I considered asking for advice from RICS?