

GCA Complaint Handling Process

We, Greater China Appraisal Limited, aim to provide professional valuation services to our serene clients. We acknowledge that there may be occasions when we have failed to meet clients' expectations and have recognized the need to ensure complaint handling procedure for improving the quality of our services.

What happens when you first complain?

We welcome your feedback and will always try to resolve your concerns. We will greatly appreciate if you can provide us with the written summary together with any relevant supporting document(s) to the following address.

A: Room 304, 3/F, Shui On Centre, 6-8 Harbour Road, Wan chai, Hong Kong

T: +852 2511 6868

E: info@gca-group.com

Once we have received your written summary, we will contact you in writing within 7 days to inform you of our understanding of the circumstances leading to your complaint. We will also invite you to make any comments that you may have in relation to this.

Within 28 days of receipt of your written summary, we will investigate the concerns you have raised and write to inform you the outcome of the investigations and to the actions that have been or will be taken.

If your concerns need a longer time to resolve, we will keep you updated on our progress throughout.

What can you do if you are not satisfied with our response?

We always want to be able to resolve your concerns. However, if you are dissatisfied with any aspect of our internal handling of your complaint, please inform us so that we can understand whether there is anything further we can do for you.

If, unfortunately, you are not satisfied with our response ultimately, you have the right to refer your complaint to the following independent redress scheme:

RICS (Hong Kong) Valuation Dispute Resolution Services operated by the Hong Kong International Arbitration Centre (HKIAC)

A: 38th Floor, 2 Exchange Square, 8 Connaught Place, Hong Kong

T: + 852 2525 2381

E: adr@hkiac.org

W: www.hkiac.org