

## COMPLAINTS PROCEDURE (SALES)

Romans are committed to providing services and products of the very highest standards.

If you feel that we have not lived up to your expectations in any way, we would like to hear from you so that we can investigate matters which will also help us to improve our service.

Most complaints can be dealt with by the relevant Manager of the Branch / Department.

### Stage One

If you feel, after speaking with the Manager of the Branch / Department, that your complaint has not been resolved or should they have been directly involved in the matter pertaining to your complaint, you are invited to make a formal complaint in a written summary by e-mail to [customerrelations@lrg.co.uk](mailto:customerrelations@lrg.co.uk) or by letter to Customer Relations, The Leaders Romans Group, Crowthorne House, Nine Mile Ride, Wokingham, Berkshire, RG40 3GZ.

Your complaint will be acknowledged within 3 working days of being received. The relevant Area Director will make contact with you to discuss the matter further prior to launching a full investigation. Upon completion of that investigation, you will be advised of the outcome in writing and within 15 working days of receipt of the written complaint.

### Stage Two

If, after receiving the response in Stage One, you feel that your complaint remains unresolved you may refer the matter to the National Sales Managing Director – [kshaw@lrg.co.uk](mailto:kshaw@lrg.co.uk) - who will personally conduct a separate review of your complaint. You will receive an acknowledgement within 3 working days and a final viewpoint letter within 15 working days of your complaint being received.

### Stage Three

Following Stage Two, should the matter still not be resolved to your satisfaction (or more than 8 weeks has elapsed since the complaint was first made) you can then refer it to The Property Ombudsman (TPO) as below. The steps outlined above must be completed in full before proceeding through this route.

The Property Ombudsman - Sales  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP  
01722 333306  
[admin@tpos.co.uk](mailto:admin@tpos.co.uk)  
[www.tpos.co.uk](http://www.tpos.co.uk)

Please note that any referral to The Property Ombudsman must be undertaken within 12 months of the complaint first being reported.