

COMPLAINTS PROCEDURE (Surveyors & Valuers)

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 Surveyor. Should however they have been directly involved in the matter pertaining to your complaint then an alternative Senior Surveyor would manage Stage One of the process.

Stage One

If you feel, after speaking with the relevant Surveyor, that your complaint has not been resolved you are invited to make a formal complaint in a written summary by e-mail to 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 and a Senior Surveyor will be appointed to deal with the matter (Jon Ranson, the Surveyors & Valuers Associate Director - 01344 753240 jranson@romans.co.uk). You will be contacted prior to the full investigation commencing. 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. We may require the opportunity to inspect the area of complaint (if applicable). If remedial works have been undertaken prior to our inspection, we would not be able to progress the complaint on your behalf.

Stage Two

Following Stage One, should the matter still not be resolved to your satisfaction you can then refer it to either the Centre for Effective Dispute Resolution (CEDR), the RICS for commercial disputes, or the Faculty of Party Wall Surveyors for Party Wall matters, as below. The steps outlined above must be completed in full before proceeding through this route. Please note that any referral must be undertaken within 12 months of receipt of your written complaint.

<p>The Centre for Effective Dispute Resolution (CEDR) 70 Fleet Street London EC4Y 1EU</p>	<p>Commercial Disputes RICS Dispute Resolution Services Surveyor Court Westwood Way Coventry CV4 8JE</p>	<p>Faculty of Party Wall Surveyors Administration Office PO Box 86 Rye TN31 9BN</p>
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