

HAVE WE DONE SOMETHING WRONG?

When dealing with property we know from time to time things don't always go as smoothly as we'd hope. Romans Surveyors and Valuers will always do our absolute best to correct any mistakes as we wholeheartedly believe in treating all our customers fairly. Our aim is to resolve the matter as soon as we can by:

- Understanding what went wrong and why
- Looking for ways to fix any mistakes made
- Explaining the issue, what we have done and what will happen next

What do you need to do?

In order to work with you to resolve any mistakes made, we need to know what's gone wrong. To resolve your issue quickly please contact the local Branch Manager or Head of Department as they will have a detailed knowledge of you and your property. They will work with you to try to put things right.

Formal Complaint – Stage One

Occasionally the local team can't help you put things right, so if you are not happy and your issue has been unresolved please do get in touch with the Romans Customer Care team, customercare@lrg.co.uk. To put your mind at ease, they will touch base with you within three working days so you know we are looking into it for you. After this a Senior Surveyor will be appointed to investigate the case. You will be contacted prior to the full investigation commencing and they will provide a full response in writing within 15 working days. If remedial works have been undertaken prior to our inspection, we would not be able to progress the complaint on your behalf.

Customer Care	<p>Romans Customer Care Department Crowthorne House Nine Mile Ride Wokingham Berkshire RG40 3GZ</p> <p>customercare@lrg.co.uk 01344 753104</p>
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Formal Complaint – Stage Two

If after receiving our response in writing you still consider your complaint to be unresolved you can then refer it to either the Centre for Effective Dispute Resolution (CEDR), or the RICS for commercial disputes. The steps outlined above must be completed in full before proceeding through this route.

Centre for Effective Dispute	<p>The Centre for Effective Dispute Resolution (CEDR) 70 Fleet Street London EC4Y 1EU</p> <p>info@cedr.com 0207 536 6000</p>
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Commercial Disputes	<p>Commercial Disputes RICS Dispute Resolution Services Surveyor Court Westwood Way Coventry CV4 8JE</p> <p>drs@rics.org 0207 334 3806</p>
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Please note that any referral must be undertaken within 12 months of receipt of your written complaint.