

COMPLAINTS PROCEDURE
FOR
R K LUCAS & SON
IN COMPLIANCE WITH
ROYAL INSTITUTION OF CHARTERED SURVEYORS REGULATIONS

If you have a complaint against R K Lucas & Son or any surveying staff, then the following procedure will be followed in dealing with that complaint.

1. A person has been appointed in each of our offices to deal with relevant complaints, and you should not hesitate to contact the relevant person. Details are set out below:

Mrs Eirwen Lucas MA, BA(Hons), The Tithe Exchange, 9 Victoria Place, Haverfordwest, Pembrokeshire, SA61 2JX. Tel: 01437 762538

2. Where your complaint is initially made orally, you will be requested to send a written summary of your complaint to the person dealing with it. Please ensure that you include your full title and name, full address and daytime contact telephone number.
3. Once we have received your written summary of the complaint, we will contact you in writing within 7 (seven) working days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.
4. Within 21 (Twenty-one) working days of receipt of your written summary, the person dealing with your complaint will write to you, to inform you of the outcome of the investigation into your complaint and to let you know what actions have been or will be taken.
5. If you are dissatisfied with any aspect of our handling of your complaint, you should contact Mr P K Lucas BSc (Hons) Est Man FRICS, Dip HI The Tithe Exchange, 9 Victoria Place, Haverfordwest, Pembrokeshire, SA61 2JX who will personally conduct a separate review of the complaint and contact you within 14 (fourteen) working days to inform you of the conclusion of this review.
6. If you remain dissatisfied with any aspect of our handling of your complaint, then we will attempt to resolve this promptly through negotiations, and otherwise agree to enter into mediation with you in accordance with The Property Ombudsman or the RICS dispute Resolution Service (Residential, Commercial Properties & Land). Property Ombudsman complaints enquiries telephone 01722 333 306 or email admin@tpos.co.uk.

7. If the complaint has still not been resolved to your satisfaction, we agree to the referral of your complaint to an Arbitration Scheme operated by the Centre for Effective Dispute Resolution operating on behalf of the Royal Institution of Chartered Surveyors. The contact details are as follows:

Centre for Effective Dispute
Resolution
100 St. Paul's Churchyard
London EC4M 8BU
TEL: 020 7536 6116

Relevant details of the Scheme are available by contacting the above.

In relation to Points 6 and 7 above, clients will be entitled to the free 'Independent Redress' Scheme.