

BANKIER SLOAN

Regulated by RICS.

**In accordance with RICS recommendations your complaint should initially be made in writing to:
Ian B Sloan FRICS, Bankier Sloan, Centrepoint, Chapel Square, Deddington, Oxon, OX15 0SG**

An acknowledgement will be provided within 5 days, and a detailed response after full investigation will be given within 21 days.

If you remain unhappy with the result of the above you may refer your complaint if you are a business client to the “Surveyors Arbitration Scheme”. Details are available from IDRS Limited, 24 Angel Gate, City Road, London EC1V 2PT. Tel: 0207 520 3800 www.idrs.ltd.uk.

**If you are a private individual and are dissatisfied with our response you should refer the matter to:
Surveyors Ombudsman Service, PO Box 1021, Warrington, WA4 9FE
Phone: 01925 530 270, Fax: 01925 530 271
www.surveyors-ombudsman.org.uk**

Bankier Sloan is regulated by RICS and if you wish to seek further guidance on procedures you are invited to view <http://www2.rics.org/Sites/NewRegulation/publiccomp.html>