

Lapider Complaints Handling Process

In accordance with the RICS Rule 7 Lapider operates the following complaints procedure.

Complaints Handling Procedure (CHP)

As a regulated RICS firm, we have in place a CHP, which meets the regulatory requirements. Our CHP has two stages. Stage one of the CHP gives our firm the opportunity to review and consider your complaint in full. Our firm will try to resolve your complaint to your satisfaction. If you are not happy with our response, you will have the opportunity to take your complaint to stage two. Stage two gives you the client, the opportunity to have your complaint reviewed and considered by an independent redress provider, approved by the RICS.

Stage One

If you have spoken to us about your complaint, please put the details of your complaint in writing. We ask that you put your complaint in writing to make sure that we have a full understanding of the reasons for your complaint. Please send your written complaint to:

Mr Michael Newton
Lapider Ltd
41 High Street
Penarth
Vale of Glamorgan
CF64 1EY
m.newton@lapider.co.uk

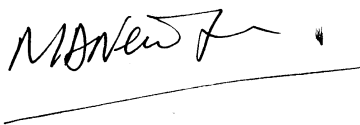
We will consider your complaint as quickly as possible, and will acknowledge receipt of your complaint within 7 days. If we are not able to give you a full response, we will update you within 28 days.

Stage Two

If we are unable to agree on how to resolve your complaint then you have the opportunity to take your complaint to an independent redress provider, as approved by the RICS Regulatory Board. We have chosen to use the following redress providers:

For Consumer Clients: CEDR 70 Fleet Street London EC4Y 1EU Tel: 0207 520 3800 Email: applications@CEDR.com	For Business-to-Business clients: RICS Dispute resolution Service Surveyor Court Westwood Way Coventry CV4 8JE Tel: 020 7334 3806
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