

**PROCEDURE FOR HANDLING COMPLAINTS**  
**OWEN & OWEN - BUSINESS CLIENTS**

If you have a complaint, the following note sets out the procedure which will be followed, which complies with Rule 7 of RICS Regulation's Rules of Conduct for Firms, which we will follow in dealing with that complaint:

1. Lloyd James (Managing Director) is the appointed person to deal with complaints and if you have a complaint, in the first instance, you should not hesitate to contact him. They can be contacted on the details below:

Mr LWG James MRICS FAAV  
Managing Director  
Owen & Owen  
142 Main Street  
Pembroke  
SA71 4HN

[lloyd.james@owenandowen.co.uk](mailto:lloyd.james@owenandowen.co.uk)

01646 621500

2. You may have made your complaint verbally in the first place, and if so, we will be asking you to send a written summary of your complaint.
3. When they have received your written summary, they will write to you within seven days to let you know their understanding of the circumstances leading up to your complaint. They will invite you to make any comments that you have in respect of their reply.
4. Within 21 days of them receiving your written summary they will write to you to inform you of the results of the investigations into your complaint and let you know what action has been taken, or will be taken.
5. Following this and if the complaint cannot be resolved to your satisfaction, we will then refer your complaint to an independent redress mechanism which is approved by the RICS Regulatory Board.

In the case of Business or Commercial Customers, this is the Centre for Effective Dispute Resolution.

The contact details are:-

CEDR  
70 Fleet Street  
London  
EC4Y 1EU

Tel. No. 020 7536 6060

Fax No. 020 7536 6001

Email. [adr@cedr.com](mailto:adr@cedr.com)

[www.cedr.com](http://www.cedr.com)

Last Review Date: January 2026

Next review Date: January 2027