

# **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, Sugarwell Business Park, Shenington, Banbury,  
Oxfordshire OX15 6HW**

**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](http://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](http://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>**