

## OUR COMMITMENT TO GETTING IT RIGHT - YOUR VOICE MATTERS

Romans is part of LRG and is committed to providing services and products of the very highest standard. When dealing with property we know from time to time things do not always go as smoothly as we would hope. Romans New Homes will always do our absolute best to correct any mistakes as we believe in treating all our customers fairly. Our aim is to resolve the matter as soon as we can by:

- Understanding what went wrong and why
- Looking for ways to fix any mistakes made
- Explaining the issue, what we have done and what will happen next

### What do you need to do?

In order to work with you to resolve any mistakes made, we need to know what has gone wrong. To resolve your issue quickly, please contact the local team as they will have a detailed knowledge of your circumstances and your property. They will work with you to try to put things right.

### Stage 1 - Formal Complaint

Occasionally the local team may not be able to help put things right, so if you are not happy and your issue is unresolved, please get in touch with the Romans Customer Care team, [customercare@lrg.co.uk](mailto:customercare@lrg.co.uk). To put your mind at ease, Customer Care will acknowledge your complaint within three working days so you know we are looking into it for you. After this, a senior member of the New Homes team will investigate the case and provide a full response in writing within 15 working days.

### Stage 2 - Formal Complaint

If after receiving the Stage 1 response in writing you consider your complaint to be unresolved, please let Customer Care know. The Customer Care Team, under the management of Donna Wright, Director of Customer Support and Engagement, will acknowledge your escalation within three working days assuring you the matter is in hand.

A further independent review will be carried out by the New Homes Managing Director, Tim Foreman, to understand the background, the impact it is having on you and how we can resolve the matter. A full and final response will be sent to you within 15 working days.

#### Customer Care

Romans Customer Care Department  
Building 1  
Meadows Business Park  
Blackwater  
Camberley  
GU17 9AB

[customercare@lrg.co.uk](mailto:customercare@lrg.co.uk)  
01344 753104

### Stage 3 - Independent Redress

If the New Homes team are unable to resolve your complaint or more than 8 weeks has passed since you first made your complaint you can refer your case to the ombudsman. This is a free independent service and they will undertake a full case review and the actions Romans have taken to try to resolve the case. Romans are members of The Property Ombudsman (TPO).

#### The Property Ombudsman

The Property Ombudsman (TPO)  
Unit 159756  
PO Box 7169  
Poole  
BH15 9EL

01722 333306  
[admin@tpos.co.uk](mailto:admin@tpos.co.uk)  
[www.tpos.co.uk](http://www.tpos.co.uk)

Please note any referral to The Property Ombudsman must be made within 12 months of receiving our full and final response.