

CLIENT TREATMENT POLICY

Introduction

Michael Rogers LLP adheres to the RICS professional and ethical standards (as amended from time to time) and will:

1. Act with integrity;
2. Always provide a high standard of service;
3. Act in a way that promotes trust in the profession;
4. Treat others with respect; and
5. Take responsibility

Purpose and Scope

We are committed to complying with relevant legislation, regulation and external professional standards in our dealings with all clients and potential clients.

Policy

The RICS professional and ethical standards policies comprehensively cover our relationship with our clients and Michael Rogers will always aim to comply with these standards. This includes:

1. Ensuring that all instructions are recorded and confirmed in writing. Ongoing verbal and written communication with clients to be recorded and maintained;
2. Ensuring that all communications are clear, consistent and not misleading;
3. Ensuring that contact information is readily available on all forms of communication;
4. Being aware of the vulnerability of clients and taking this into account when providing professional advice and information;
5. Continuing regular and appropriate training for all existing personnel and induction training/supervision of new personnel;
6. Regular reviews by senior partners of client relationships and assessments if unfair client outcomes are not achieved on a case by case basis.

Personnel responsibilities

It is the responsibility of all personnel to ensure that this policy is understood. In the event of any doubt as to how to proceed in a particular circumstance, the matter should be referred to the Equity Partners of Michael Rogers LLP before proceeding.

Monitoring and review

Michael Rogers LLP is committed to monitoring and assessing the effectiveness of this Policy. The Equity Partners of Michael Rogers LLP will regularly review the Policy considering its suitability, adequacy and effectiveness.

Michael Rogers LLP

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