

ROCVAL, SARL
RCS Versailles : 488 525 650
3 Parc des Fontenelles 78870 Bailly

Complaints Holding Procedure and Redress

As a firm regulated by the RICS, we are required to ensure that a formal Complaints Handling Procedure and Redress is in place.

- Indeed, if you are not fully satisfied with our services please contact one of our senior members at the following addresses:

Matthieu Dessallien (MRICS)
10 rue Léonce Reynaud, 75116 Paris – France
+33 (0) 1 47 23 80 05
mathieu.dessallien@rocval.com

or

Gilbert Dessallien (FRICS)
10 rue Léonce Reynaud, 75116 Paris – France
+33 (0) 1 47 23 80 05
gilbert.dessallien@rocval.com

They will consider your complaint and try to find the best suited solution.

- If we are unable to resolve the complaint, we will refer to the CMAP, an independent third party which will propose a solution in order to find a common ground.

France
Centre de Médiation et d'Arbitrage de
Paris (CMAP)
39 Avenue Franklin Roosevelt
75008 Paris
T + 33 (0)1 44 95 1140
F + 33 (0)1 44 95 1149
W www.centredemediationetarbitrage.com