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Our ref: INV- TFe/SD/24294

PLEASE QUOTE OUR REFERENCE ON ALL CORRESPONDENCE

06 January 2011

PRIVATE & CONFIDENTIAL  
Ms Noelle Rawe

See follow-up letter of 20 January 2011

Dear Ms Rawe

**Martin Russell Jones**

Thank you for your letter with enclosures dated 16 December 2010. I apologise for the delay in responding but due to the Christmas holiday I have not been able to acknowledge receipt of your letter as swiftly as we would have liked.

Your complaint has been allocated to Mrs Tanya Fella who will review the case and contact you within 28 days. If we decide further investigation is required, we will contact the firm providing a copy of your complaint and any relevant supporting documentation.

In the meantime, I attach some information about the role of RICS Regulation and our remit in connection with handling complaints which you may find useful.

The case reference number is **INV- 24294** and this should be quoted on all future correspondence.

Yours sincerely

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