



## Important change to page 13

Following an amendment to the terms of reference for the Surveyors Ombudsman Service, the limit for financial awards relating to stress and inconvenience has been removed, allowing the Ombudsman to decide the appropriate award for loss, expenses, stress and inconvenience within the £25,000 (including VAT) limit.

### The text should read

It is not the Ombudsman's role to punish Chartered Surveying Firms when deciding what solution to provide. If a financial award is needed, this will be the amount that the Ombudsman considers necessary to settle a particular dispute. This can be as much as £25,000 (including VAT).