

Formal Complaints Procedure

APEX PROPERTY MANAGEMENT

We are committed to providing a professional service to all our clients and customers. If things go wrong, we need you to tell us about them. This will help us to improve our service going forward and resolve issues as soon as possible.

We would hope to resolve most issues through informal communication. However, if you wish to raise a formal complaint, please put this in writing (letter or email) to us. We will then aim to acknowledge and respond in line with the timescales and stages set out below. The process should take no longer than 8 weeks.

Stage 1 - Your Complaint Please put your complaint in writing, either by letter or email. Please include as much detail as possible, including dates, names of any members of staff you dealt with, and attach any supporting evidence.

Complaints Dept.
Apex Property Management
Unit 17 Creykes Court
5 Craigie Drive
Plymouth. PL1 33B

Email: info@apexpm.uk

Stage 2 - Our Acknowledgement Your complaint will be acknowledged and we will start our in-house complaints process.

We aim to respond within 3 working days of receiving your complaint.

Stage 3 - Our Investigation Your complaint will be investigated and we will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate.

We aim to respond within 15 working days of receiving your complaint.

Stage 4 - Our Final Investigation If you remain unhappy, a final investigation will be carried out and we will provide a written response outlining our final position and proposing resolutions where appropriate.

We aim to respond within 15 working days of receiving your complaint.

Stage 5 - Referral

For complaints about our obligations to you

You can refer your complaint to the Property
Ombudsman:
The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
SPI 2BP
01722 333306
www.tpos.co.uk

You must refer your complaint to the Ombudsman within 12 months of receiving your final investigation letter.

For complaints about your lease or service charge

You can refer to the First-Tier Tribunal for issues relating to your lease. For example:

- Increases in service charges and estate charges
- The fairness of charges applied in line with your lease
- The quality of management services provided
- Consultation on major works and contracts

Operates 5 regional tribunals in England: https://www.gov.uk/courts-tribunals/first-tier-tribunalproperty-chamber

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