

## 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.

