



## COMPLAINTS PROCEDURE

### INTRODUCTION

Appletree Property Lettings Ltd is committed to providing a high-quality service but recognises that on occasion customers may have a reason to be dissatisfied and wish to make a complaint.

This procedure sets out the complaints process which aims to address customers concerns quickly and efficiently.

Appletree Property Lettings Ltd is a member of the Property Redress Scheme (PRS). This is a Government authorised 'Consumer Redress Scheme' and enables customers to escalate an issue through a complaints procedure if they are unhappy with how their complaint is dealt with by the landlord.

Complaints regarding deposits are dealt with by TDS Custodial and follows a separate process to this procedure. Please refer to [www.tenancydepositscheme.com](http://www.tenancydepositscheme.com) for information regarding deposit disputes.

### COMPLAINTS PROCESS

#### **Stage One – Property Manager**

In the first instance complaints should be in writing, marked for the attention of the Property Manager. Complaints can be sent by:

Email: [contact@appletreelettings.co.uk](mailto:contact@appletreelettings.co.uk)

Post: Appletree Property Lettings Ltd, Appletree Court, Beaulieu Road, Lyndhurst, SO40 7PA

The complaint will be acknowledged within 5 working days and a full response given within a further 10 working days of the acknowledgement.

#### **Stage Two – Manager**

If the complaint has not been resolved to your satisfaction, you can request that the matter is referred to the Manager of Appletree Property Lettings Ltd. A full response will be given within 7 working days of the referral.

### **Stage Three – Board of Directors**

If you remain dissatisfied with the responses from the Property Manager and the Manager, you can request that the complaint is escalated to the Board of Directors. A final response will be given within 10 working days of your request. This is the final stage of the internal complaints process.

### **Stage Four – Property Ombudsman**

If you remain dissatisfied after receiving the final response from Appletree Property Lettings Ltd, you can refer the complaint to the Property Redress Scheme (PRS). The complaint will be considered by PRS providing:

- Stages 1 – 3 of this complaint procedure are concluded.
- 8 weeks have passed since the date of your initial complaint (stage 1).
- No longer than 6 months have passed after the final response has been issued by the Board of Directors (stage 3).

Complaints can be sent to the PRS by:

Online form: <http://www.theprs.co.uk/Complain>

Email: [complaints@theprs.co.uk](mailto:complaints@theprs.co.uk)

Telephone: 0333 3219418

Post: 4 Bridge Street, Salisbury, SP1 2LX