



AP ASSETS(UK)
LETTINGS & MANAGEMENT

Hong Kong

Melbourne

London

AP Assets UK Ltd: Internal Complaints Handling Procedure

Here at AP Assets, we pride ourselves on the level of customer service that we provide. In the event that you feel dissatisfied with our service and wish to make a complaint, you will need to follow our Complaints Handling Procedure (CHP), details of which can be found below:

Membership details

AP Assets is a member of The Property Ombudsman Scheme (TPOS) and the National Approved Letting Scheme (NALS)

By belonging to these organisations, we are required to follow strict professional standards.

Stage One – Director

We would request that you initially make your complaint in writing to the Director of the company. The Director will acknowledge your correspondence within three working days. She will assess your submission and will respond within 14 working days of receiving your written complaint. Please forward your complaint in writing or sent through email to the details below.

Elaine.Ly@apassets.com

AP Assets UK Ltd, Saunders House, Office 3.01A, 52-53 The Mall, London W5 3TA

We aim to resolve all complaints during this initial stage. However, if you are still dissatisfied, you will need to progress your complaint through the following process.

Stage Two-Chief Operating Officer

If you wish to progress your complaint beyond the Director of Stage One, you must do so within 28 days of receiving their response. Once in receipt of your complaint, which must be in writing, the Chief Operating Officer of stage two will acknowledge your correspondence within three working days. You will receive a full response within 14 working days.

Edwin.Cheng@apassets.com

AP Assets UK Ltd, Saunders House, Office 3.01A, 52-53 The Mall, London W5 3TA

Stage Two- The Property Ombudsman Scheme

Upon receipt of our final viewpoint letter, in the event that you remain dissatisfied, you may refer your complaint to the Property Ombudsman which must be made within 12 months of our final viewpoint letter.

The contact details for The Property Ombudsman Scheme are as follows:

Telephone: 01722 333 306, email: admin@tpos.co.uk, website: www.tpos.co.uk or post:
TPOS Complaints, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP

The Ombudsman will not consider your complaint until you have exhausted our internal complaints procedure.

E: headoffice@apassets.com

T: +44 203 859 0115

F: +44 203 008 8451

Registered office: Saunders House, Office 3.01A, 52-53 The Mall
London W5 3TA

Company Registration Number: 09398084

