



Applecore Property Services Complaints Procedure

Applecore Property Services is a proud member of the Property Redress Scheme and we are committed to providing services and products of the very highest standards.

To ensure that all customer issues or concerns are reviewed and resolved as quickly as possible, we have created this complaints procedure, which provides information on the process to follow.

Stage One

If you feel that Applecore Property Services has not lived up to your expectations in any way, please put your initial complaint or comment in writing either by letter, or electronically via email to the following postal address/email address:

Postal Address: 21 Middle Road Park Gate, Southampton, Hampshire, England, SO31 7GH
Email Address: info@applecorepropertyservices.co.uk

Your complaint will be acknowledged within 3 working days of being received. At this point, a member of the Applecore Property Services team will make contact with you to discuss the matter in further detail, and a full investigation will commence.

Stage Two

Within 15 working days of receiving your complaint, Applecore Property Services will investigate the matter and you will be provided with a formal written response addressing your complaint and advising on any resolutions where appropriate.

Stage Three

If, after receiving our formal written response from Stage Two, the matter has not been resolved to your satisfaction, or you have not received a response from Applecore Property Services within 8 weeks, you can refer your complaint to:

Property Redress Scheme
Premiere House,
1st Floor,
Elstree Way,
Borehamwood,
WD6 1JH.
info@theprs.co.uk
www.theprs.co.uk/complaints

Please note that your complaint must be made to the Property Redress Scheme within 6 months of your last communication.

21 Middle Road, Park Gate SO31 7GH
023 929 82206 www.applecorepropertyservices.co.uk
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