



APC SUCCESS

Complaints Handling Procedure (CHP)

APC Success is not regulated by RICS but our sister company, Hillbreak, is. For this reason, we have in place a CHP which meets the regulatory requirements. Our CHP has two stages. Stage 1 of the CHP gives our firm the opportunity to review and consider your complaint in full. Our firm will try to resolve your complaint to your satisfaction. If you are not happy with our response, you will have the opportunity to take your complaint to Stage 2. Stage 2 gives you, the client, the opportunity to have your complaint reviewed and considered by an independent redress provider, approved by RICS.

Stage 1

If you have spoken to us about your complaint, please put the details of your complaint in writing. We ask that you put your complaint in writing to make sure that we have a full understanding of the reasons for your complaint. Please send your written complaint to:

Miles Keeping

APC Success
PO Box 372
Ormskirk
L40 3XD
Telephone: 0333 050 8334
Email: complaints@apcsuccess.co.uk

Once we have received your written summary of the complaint, we will consider your complaint as quickly as possible, and will acknowledge receipt of your complaint within 7 days. Within 28 days of receipt of your written summary of the complaint, we will write to you in order to inform you of the outcome of the investigation into your complaint and to let you know what actions have been taken or will be taken. If we are not able to give you a full response, we will update you within 28 days of receipt of your written summary of the complaint.

Stage 2

If we are unable to agree on how to resolve your complaint then you have the opportunity to take your complaint to an independent redress provider, as approved by RICS Standards & Regulation Board. We have chosen to use the following redress providers:

For consumers:

Centre for Effective Dispute
Resolution
100 St. Paul's Churchyard
London EC4M 8BU
United Kingdom
Tel: 020 7536 6000

For businesses:

RICS Dispute
Resolution Services
55 Colmore Row
Birmingham
B3 2AA
Tel: 020 7334 3806