



Send us a complaint

We appreciate that sometimes, unfortunately things go wrong. Letting us know when you are unhappy with your experience gives us the opportunity to put things right and make sure that we continue to improve.

If you would like to make a complaint, there are several ways for you to do this. You can use any of the methods below

➤ contact us:

- Telephone our Customer Service Department on **01772 697166**
- Use the '[Contact Us](#)' page on our website
- Write to us at:
APG Domestic Services Ltd,
Unit 1, JBF Units, Dewhurst Row
Bamber Bridge,
Preston,
PR5 6SW
- Email: mail@apgdomesticservices.co.uk

What happens after we receive your complaint

➤ **Acknowledging your complaint**

It's important to us that we resolve the issue for you as quickly as possible. We will write to you to acknowledge your complaint in a timely manner from the receipt of your complaint.

➤ **Investigating your complaint**

One of our team members will investigate your complaint. They will assess the details of your complaint thoroughly, fairly and impartially in order to reach a decision. To help with their investigations, they may need to contact you to request any additional information to reach a decision.

➤ **Keeping you updated**

Our aim is to reach a conclusion within 4 weeks of the receipt of your complaint, but this can depend on the complexity of your case. If we have not resolved your complaint by this time we will ensure you are kept updated on our progress

➤ **Informing you of our decision**

We'll always contact you to discuss our final response. We'll explain what we've found, what we plan to do as a result and why we made the decision. This may be over the phone, by email or by post.

In the event that your complaint has not been resolved within 8 weeks from the date of receipt, we will either provide you a further update on the progress of our investigation, explaining why we are not yet in a position to provide you with our final response.

We hope our final response resolves things for you. But if you're not happy with it or if it's taken over eight weeks to sort things out, we will inform you if you have the option to refer your complaint to the Financial Ombudsman Service and provide you with details on how to use the service they provide.

If your complaint does not have Financial Ombudsman rights, we will inform you of your next steps in the response letter.

➤ **The Financial Ombudsman Service**

The Financial Ombudsman Service is a free, independent service for resolving disputes with financial firms.

Once you receive your response letter, you have the right to refer your complaint to the Financial Ombudsman Service, free of charge - but you must do so within six months of the

date of the letter. The Ombudsman will only consider your complaint once you have attempted to resolve it directly with us. The contact details of the Financial Ombudsman Service are as follows:

- The Financial Ombudsman Service
Exchange Tower
London
E14 9SR
- Telephone: **0800 023 4567** or **0300 123 9 123**
- Email: complaint.info@financial-ombudsman.org.uk
- Website: www.financial-ombudsman.org.uk