

## Assured Property Rentals Complaints Procedure

We are committed to providing a professional service to all our clients and customers. If things go wrong we need you to tell us about them. This will help us to improve our service going forward and also resolve any issues as soon as possible.

If you have a complaint the quickest and most positive way is to contact us as early as possible, this will provide a direct response from us in order to overcome any issues quickly and satisfactorily to all concerned.

Quickest contact: by telephone to our office: 01179 860 444 or Mobile: 0779 109 1335. Ask to speak with Mr Paul Jarman or Peter Jarman (Directors) directly to discuss the issue. It is most likely that the issue will be resolved at this point to your satisfaction. Alternatively this can be followed by a letter to the directors direct to the office address. Please include as much detail as possible, including dates and members of staff that you have dealt with and where you are able, provide supporting evidence.

Assured Property Rentals Limited 44 Bath Hill, Keynsham, Bristol, BS31 1HG  
Email: [info@aprbristol.co.uk](mailto:info@aprbristol.co.uk)

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Your complaint will be acknowledged and at this point we will require

- Your name and address and contact details
  - A description of the complaint and how it has affected you
  - When the occurrence happened
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We will record your complaint and attempt to deal with the situation as quickly as possible.

We will contact you to discuss your complaint in order to resolve the situation to your satisfaction.

Please allow up to 3 working days.

For more complex issues, we may need more time to investigate your concerns. In this situation we will complete our investigation and report to you of the outcome. We will report and suggest to you the fairest way possible to resolve the situation and hopefully come to an amicable agreement that meets with your agreement and satisfaction.

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It is our company policy to try and overcome any complaint issues as soon as possible in our mutual interests and therefore should our response not meet with your approval we will arrange a further review of the situation by our directors at Assured Property Rentals Limited and provide a further response.

Please allow up to 15 working days

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If our final viewpoint of your complaint does not resolve matters (or more than 8 weeks has lapsed since the complaint was first made) you can request an independent review of the situation from The Property Ombudsman without charge.

Timescale: You must refer your complaint to the Ombudsman within 12 months of receiving our final viewpoint letter

The Property Ombudsman  
Milford House  
43-45 Milford Street  
Salisbury  
SP1 2BP

01722 333306  
[www.tpos.co.uk](http://www.tpos.co.uk) [admin@tpos.co.uk](mailto:admin@tpos.co.uk)