



APPI Member's Complaint Procedure

Definition:

APPI defines a complaint as 'any expression of dissatisfaction (with APPI, with a member of staff, or with an APPI member) that relates to APPI and that requires a formal response'.

Purpose:

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently, and wherever possible resolved to the mutual satisfaction of the complainant and APPI.

APPI's responsibility will be to:

- log receipt of complaint
- acknowledge the formal complaint in writing;
- respond within a stated period of time;
- deal reasonably and sensitively with the complaint;
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, in writing, to APPI's attention normally within 2 weeks of the issue arising;
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow APPI a reasonable time to deal with the matter;
- recognise that some circumstances may be beyond APPI's control.

Responsibility for Action:

- APPI Board and staff.

Confidentiality:

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and APPI maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

Association of Professional Property Investors

6 Morie Street

Wandsworth Town SW18 1SL

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Complaint Process:

- Complainant must submit via email or letter what the issue is. In your letter/email you should set out the details of your complaint, the consequences for them as a result, and the remedy you are seeking.
- Complaint will be acknowledged within 3 working days of receipt.
- Within 10 working days of the date of the acknowledgement of receipt of the complaint, APPI will notify the complainant via email setting out how the problem will be dealt with. In the event this is not possible, an interim response must be sent detailing the action taken to date and what further action will be taken.
- If you are not satisfied with the initial response to the complaint, then you may submit a written request and ask for your complaint and the response to be reviewed. You can expect the request to be acknowledged within 3 working days of receipt and a response within 45 calendar days to allow for review by our Board.

APPI's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

To submit complaints via mail or email :

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