



APSPH Complaints Procedure

Where we cannot resolve any complaints using our own complaints procedure, as a Which? Trusted trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact 0117 981 2929 or via their website

<http://www.disputeresolutionombudsman.org/which-trusted-traders-partnership/>

Complaints procedure:

We always endeavour to provide the best service and products for our customers. However, on rare occasions, we recognise that there may be times where our customer may not be completely satisfied.

To ensure we can put things right as soon as possible, please read our complaints procedure below and we will respond promptly to ensure complete satisfaction.

In the unlikely event there is anything you are not completely satisfied with, please contact us as soon as you can in order so that we can rectify any problems as soon as possible. Please call us on 07951583005 or write to us at the following address Flat 3, Stephen Gould House, Southampton Street, Farnborough, GU14 6BG, or lastly email us at info@apsph.co.uk.

We will aim to respond within 2 working days of receiving your complaint and where possible will provide you with a date to remedy any issues that have been raised.

Where we are unable to resolve your complaint using our own complaints procedure, as a Which? Trusted Trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event that we cannot remedy your complaint to your satisfaction you may wish to refer your complaint to them. If you wish to do so, please contact Which? Trusted Traders in the first instance on 0117 981 2929.