

# *Our Complaints Procedure*

We welcome all forms of feedback from customers and residents, and will treat it seriously, review it, and use it to promote continuous improvement in our services. Our complaints procedure has three stages, as set out below.

We will co-operate in the same way with anyone appropriately appointed to act on your behalf. We will not treat you any differently if you make a complaint to us.

## **Step One**

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Contact the relevant staff member or manager to deal with your complaint informally. If they cannot do that, they will refer it to the General Manager. Alternatively, please write to the General Manager or ring and ask for the matter to be recorded as a complaint. The General Manager will acknowledge your complaint in writing within two working days and provide you with a written reply within 10 working days. If we need more time to investigate and respond to your complaint, we will agree a new deadline with you.

## **Step Two**

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If you are not satisfied with our response at step one, please advise the General Manager who will escalate this internally on your behalf. The person investigating your complaint will be someone who has not been involved in handling your complaint before. If you agree, the investigator may meet you to discuss your complaint and find an agreed resolution. He or she will send you a written reply within 15 working days of the date on which the General Manager received your complaint.

## **Step Three**

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If you are still not satisfied with the response that you have received, please let us know and we will escalate your complaint to the Chief Executive of Santhem Residences.

The Chief Executive will arrange for a senior colleague, who has not previously been involved, to review your complaint. The Chief Executive will then provide you with our final decision. We will provide a final decision in writing within 40 working days of receiving a complaint, unless we have previously agreed a later deadline with you.

If you are still not satisfied with our final decision or we fail to provide that decision by the relevant deadline, you may refer this matter to the relevant Ombudsman Service. Santhem Residences will co-operate fully with the relevant Ombudsman service during any investigation and comply fully with the resulting decision, which will be binding on us.



# *Contacts*

## **The General Manager**

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Santhem Residences, 2 Rayleigh Close, Hutton, Brentwood, Essex CM13 1FD  
01277 508999  
[www.santhemresidences.co.uk](http://www.santhemresidences.co.uk)

## **The Property Ombudsman (Sales and Property Management matters)**

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The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury SP1 2BP  
01722 333306  
[www.tpos.co.uk](http://www.tpos.co.uk)

## **The Local Government & Adult Social Care Ombudsman (Care matters)**

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PO Box 4771, Coventry, CV4 0EH  
0300 061 0614  
[www.lgo.org.uk](http://www.lgo.org.uk)