

RETIREMENT HOMESEARCH

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Your home is more
than just bricks and mortar

Part of the FirstPort group of companies
retirementhomesearch.co.uk

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RHS/complaints/0515



RETIREMENT HOMESEARCH

Complaints Procedure

Your feedback matters



We're listening

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A Guide to Managing Complaints

Your thoughts and feelings are important

We welcome customer feedback at any time. It helps us to understand how well we are doing and where we may need to make further improvements to our service.

We always strive for excellence, but sometimes things can go wrong or you may feel that we have not met your needs fully or in the way that you would have liked.

If this should ever happen, please get in touch with your Managing Director or our Customer Service team (see below).



How to contact us (England & Wales)

 Retirement Homesearch,
Wylie House, 740 Ampress Lane,
Lymington, Hampshire SO41 8LW

 feedback@retirementhomesearch.co.uk

 0333 321 4060
(Mon to Fri: 8.30am to 6pm.
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How to contact us (Scotland)

 Retirement Homesearch,
183 St Vincent Street,
Glasgow G2 5QD

 scotlandfeedback@retirementhomesearch.co.uk

 0333 321 4070
(Mon to Fri: 9am to 5pm)

Making a Complaint

Need help? Just tell us

Your Managing Director will listen to your concerns and ask what you would like them to do.

They should be able to sort things out quickly for you and, if they feel they cannot deal with the matter themselves, they will be able to put you in touch with someone who can help.

This is the fastest and easiest way to resolve most problems. However, if that is not the case, you can ask us to review the matter through our formal complaints procedure.



Issues and Topics

Common concerns and talking points



Here are some examples of issues that you may wish us to look into through our formal complaints procedure:

We know that making a complaint can be stressful, so we aim to make the experience as simple and straightforward as possible.

Our two stage process will help us to review and resolve your concerns quickly, fairly and fully.

You feel that we have failed to follow our own policies and procedures or the law

We have failed to act appropriately or have been negligent

We have not responded to you fully or in a reasonable time

You believe we have discriminated or acted unfairly against you

You have a problem with the behaviour or actions of one of our employees



How to Make a Complaint

Our two stage process

STAGE 1

You can ask any of our staff to raise a Stage 1 complaint for you. You can do this in person, over the phone, by email or in writing.

Acknowledgement

If our review takes some time, we will acknowledge your complaint by email or in writing within three working days.

Completion of investigation

We should be able to complete our investigations and give you a full reply in writing, within ten working days.

STAGE 2

If we cannot fully resolve matters for you – and have reached deadlock, you can seek an independent external review of our actions.

External review

We will advise you of your option(s) in our Stage 1 response, but most complaints can be reviewed by the The Property Ombudsman Services (TPOS).

We always try to fully resolve concerns ourselves, and we successfully achieve this for the vast majority of complaints we receive.

STAGE 1

Managing Director review

You can ask any of our staff to raise a Stage 1 complaint for you. This can be done in person, over the phone, by email or in writing.

Once your Property Consultant has had an opportunity to try and review your concerns with you, we would normally then task the Managing Director to investigate your complaint in detail. Any complaints made about our staff will also be reviewed by Human Resources.

We will normally acknowledge your complaint in email or writing within three working

days, setting out the steps we plan to take and when we expect to be able to respond fully to you.

In most cases, we should be able to complete our investigations and reply to you within ten working days. However, if we think it will take longer, we will let you know and say when we expect to complete our review.

Where possible, we will meet your preferences for how you would like us to contact you, but will always ensure that our response is sent to you in writing as well.

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STAGE
2

External review

We always try to fully resolve concerns ourselves, and we successfully achieve this for the vast majority of complaints we receive.

However, if we cannot do so and have reached deadlock, you can seek an independent external review of our actions. We will advise you of your options in our Stage 1 response, but most complaints will be referred to The Property Ombudsman Service (TPOS).

The Property Ombudsman Service

This is an independent body who provide a free, independent service for buyers, sellers, tenants and landlords of properties in the UK.

The Ombudsman may be able to consider your complaint if you believe that we have breached the law, treated you unfairly or have been guilty of maladministration (including inefficiency and undue delay), in a way that results in you losing money or suffering avoidable aggravation, distress and/or inconvenience.

The Ombudsman will look into your complaint to see if he can resolve your dispute in full and final settlement. Sometimes it may be possible to do so by mediation – by helping you and the agent towards a settlement that you can both agree on. Mostly, he will examine both sides of the dispute and arrive at a written decision. Where he supports your case, he may also consider an appropriate award of financial compensation.

How to contact us



The Property Ombudsman
Milford House, 43-55 Milford Street
Salisbury, Wiltshire SP1 2BP



01722 333306



tpos.co.uk

Our Drive for Improvement

Onwards and upwards



Once your complaint is resolved, we may contact you among a regular sample of customers to invite you to give your feedback. You can then tell us how we dealt with your concerns and let us know if there is anything else you would like us to do.

One of our senior managers may ask you for this directly, or we may invite you to take part in a short survey. You can also share with us any other ideas you have as to how we could improve our service.

You can do this at any time using the contact information on the inside back cover, or emailing customercharter@FirstPort.co.uk

We regularly review this information, together with other feedback from our customer forums, development meetings and formal research surveys.

Independent advice

LEASE (The Leasehold Advisory Service) offers FREE advice on the law affecting residential leasehold in England and Wales. It is totally independent and is funded by Government.

Telephone

020 7383 9800 (England)
02920 782 222 (Wales)

Website

lease-advice.org

Your feedback matters

It pays to go with the experts

Get in Touch

Whenever you need advice or information, we're here to help.

Your feedback matters

We develop and evolve our services in line with what we believe our residents need and expect. So the more you can share with us about the kind of services you'd like to have, the better we can meet your needs.

Contact us today and discover how easy it can be to make your move.



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