

# 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 Property Consultant or our Sales Support Team (see below).



## How to contact us



**Post**  
Retirement Homesearch  
Queensway House  
11 Queensway  
New Milton  
Hampshire, BH25 5NR



**Telephone**  
0333 321 4060  
(Monday to Friday, 9am to 5pm)



**Email**  
[enquiries@retirementhomesearch.co.uk](mailto:enquiries@retirementhomesearch.co.uk)

## Making a Complaint

# Need help? Just tell us

**Your Property Consultant 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:**

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

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.



## How to Make a Complaint

# Our two stage process

Here is a quick guide to getting any complaint sorted:

## 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

# Sales Manager 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 Sales Manager 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.

## Stage 1 - Complaints



**Post**  
Retirement Homesearch  
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Hampshire, BH25 5NR



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**Email**  
enquiries@retirementhomesearch.co.uk

## 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 they 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, they will examine both sides of the dispute and arrive at a written decision. Where they support your case, they may also consider an appropriate award of financial compensation.

### How to contact The Property Ombudsman Service



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



**Email**  
admin@tpos.co.uk



**Website**  
tpos.co.uk



**Telephone**  
01722 333 306

### 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.

### 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.

### Post

Fleetbank House, 2-6 Salisbury Square, London, EC4Y 8JX

### Website

[www.lease-advice.org](http://www.lease-advice.org)

## 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 customers 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.

### How to contact us

- |   |   |
|---|---|
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## More than just bricks and mortar

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