

All You Need to Know

ABOUT THE FEEDBACK AND COMPLAINTS POLICY AT CHANTRY COURT

Our Approach

Although we make every effort to provide a high quality service, we acknowledge that there may be times when you may still be dissatisfied or have problems. We are committed to resolving any complaints quickly, fairly and effectively to address your needs and expectations and maintain high standards. We encourage all forms of feedback from customers (prospective buyers or renters) and residents, positive or negative, and will treat it seriously, review it, and use it to promote continuous improvement in our services.

This Policy applies to complaints relating to property matters and the services provided by the Village; we have a separate Complaints Policy for complaints relating to our care services.

How to complain

There are a number of ways you can register a complaint with us, including:

- **Email:** reception@chantrycourt.com
- **Telephone:** 01225 828800
- **Letter:** Chantry Court Westbury Ltd, Chantry Lane, Westbury BA13 3FE
- **In person:** at our reception at Chantry Court Retirement Village

If you prefer, you can authorise a representative, such as a friend or relative, to complain on your behalf and we will cooperate with them in the same way. We will not treat you any differently if you make a complaint

The Complaints Process

Our complaints process may involve up to two stages, which we explain here.

Stage 1

All complaints and concerns we receive will be acknowledged within one working day of receipt, unless the complaint is made verbally, in which case, it will be acknowledged immediately. Unless the complaint can be resolved quickly with little or no investigation and to all parties' satisfaction, complaints will be responded to in full by our investigator within 10 working days from the date of receipt. If we need more than 10 working days to provide our initial response we will let you know as soon as possible and agree a new deadline with you.

Complaints and concerns will be investigated by the General Village Manager, unless the complaint is about that person, in which case it will be investigated by the Operations Director. A full response will be provided to you, which will include a full account of the events concerned, an apology if we consider one appropriate and details of any remedial or corrective action we propose to take.

If you are unhappy with our initial response, please let us know and we will escalate your complaint to stage 2.



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Stage 2

During stage 2, the Operations Director will investigate further and provide our final decision within 20 working days from you letting us know that you are unhappy with our initial response. If we need more than 20 working days to provide our final decision we will let you know as soon as possible and agree a new deadline with you.

The investigator may need to contact you to clarify the concerns, conduct an investigation and explore how the complaint might be resolved.

You will receive our written final decision within 20 working days of you letting us know that you are unhappy with our initial response.

If you are unhappy with our final decision, or we fail to provide this within the relevant deadline, you may refer your complaint to the ombudsman service provided by the Property Redress Scheme:

Property Redress Scheme, Premiere House, 1st Floor, Elstree Way, Borehamwood WD6 1JH

Tel: 0333 321 9418

Email: info@theprs.co.uk

Web: <https://www.theprs.co.uk/Consumer>

We will co-operate fully with the Property Redress Scheme during any investigation and comply fully with their final decision, which will be binding on us.

Receipt of anonymous complaints or concerns

If you have a general complaint or concern, you can make this anonymously by leaving it in the complaints or comments box at our reception. Complaints and concerns received anonymously will be recorded and considered, but action may be limited if further information is required to ensure a full and fair investigation and we will be unable to provide the complainant with a full outcome.

Data Protection

To process a complaint, we will hold personal data about you, which you will provide and which other people give in response to any investigations completed regarding the complaint. We will hold this data securely in accordance with all applicable data protection legislation and only use it to help address the complaint.

Your identity will only be made known to those who need to consider the complaint and will not be revealed to other people or made public. However, it may not be possible to preserve confidentiality in some circumstances, for example, where relevant legislation applies or allegations are made which involve the conduct of third parties.

