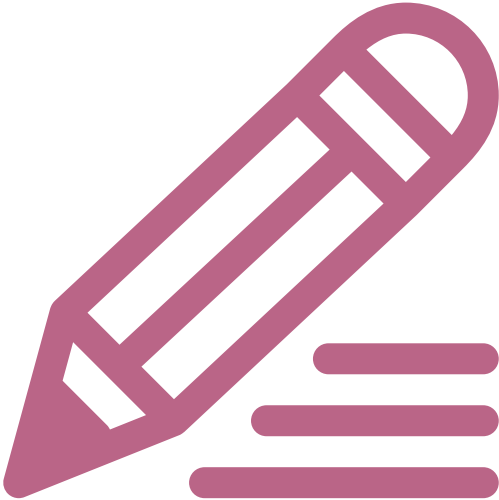


HOW TO MAKE A COMPLAINT



SANCTUARY
RETIREMENT LIVING

We are committed to providing excellent customer service, but there may be a time when we don't get it quite right. If this happens we want to know. Your feedback gives us the opportunity to put things right.

WHO CAN MAKE A COMPLAINT?

Anyone using or impacted by our services can make a complaint.

WHEN SHOULD I COMPLAIN?

If you're dissatisfied with any aspect of our service (for example the standard of repairs, missed appointments, staff conduct etc), you should let us know.

Once we are aware of your concerns, we can ensure that they are handled by the right person and the appropriate action is taken. We appreciate your feedback, it helps us to learn and improve for the future.

There may be times that a complaint isn't appropriate and in these instances, we will tell you how your concerns will be handled.

HOW DO I MAKE A COMPLAINT?

There are a number of ways you can let us know that you're unhappy with our service:

- Email contactus@sanctuary-housing.co.uk
- Complete the complaints form on our website
- Call us on 0800 131 3348 or 0300 123 3511
- Write a letter to the Scheme Services Manager
- Speak to a member of staff

THE COMPLAINTS PROCESS

After receiving your complaint we will contact you to let you know that your concerns are being looked into.

FRONT LINE RESOLUTION

We try to resolve most complaints when you first contact us. We aim to do this within 10 working days.

INVESTIGATION

At this stage, your complaint will be handled by an independent team or senior manager who will undertake a thorough investigation into your concerns. This can take up to 20 working days and you will receive a formal response from us.

We'll do our best to resolve your complaint within the target times shown above. In some cases the investigation may take longer and in these instances we will tell you when you can expect to hear from us.

While you have a complaint in progress, please report any other issues or concerns to us as usual by calling 0800 131 3348 or 0300 123 3511. This ensures that specialist staff can respond to your requests and help more quickly.

If you're still unhappy after following our complaints process, you can ask a 'designated person' to look at the complaint for you.

The designated person can be:

- Your local MP
- A local councillor
- A recognised resident panel member

If they can't help you directly, they might refer your complaint to the Housing Ombudsman Service, an independent organisation which deals with disputes between social landlords and their residents. Please note that the Housing Ombudsman Service will only investigate your complaint if it has been through our complaints process.

IMPROVING THROUGH FEEDBACK

We regularly review the complaints that we have received to consider ways that we can change and improve our services.

If you would like this publication in an alternative format please contact us.

0800 131 3348 (landline)

0300 123 3511 (mobile)

contactus@sanctuary-housing.co.uk

www.sanctuary-retirement-living.co.uk

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