

## **Emeritus Homes Limited**

### **Residents' Complaints Handling Procedure**

At Emeritus Homes we are committed to managing and maintaining the properties within the portfolio to a high standard and providing customers with a professional service. Our managers make decisions about the running of your development for the benefit of the resident population. Decisions are made in good faith and with the aim of being fair at all times. However, sometimes things can go wrong and so we take feedback and complaints seriously.

If you do have a complaint, then we will be pleased to assist. In the first instance you should raise the matter with your House Manager and Property Services Manager who will work with you to resolve your concerns. Most complaints are resolved quickly and amicably at this stage.

In the unlikely event your complaint is not dealt with at a local level then we operate a formal two-stage complaints procedure to help ensure a resolution is found.

#### **Stage 1**

Emeritus Homes has appointed Lauren Boland, Customer Relationship Management Lead, to deal with formal complaints and her contact details are given below:

Emeritus Homes Limited  
10 Durling Street  
Ardwick Green  
Manchester  
M12 6FS

**Email: [crm@emeritushomes.co.uk](mailto:crm@emeritushomes.co.uk)**

All formal complaints should be submitted in writing via post or email, including as much detail as possible, to Lauren Boland at the above address, including complaints that have previously been initiated verbally. Depending on the nature of the issues raised, we may call you or arrange a meeting with you to discuss the details of your complaint and to find an acceptable resolution.

Once the investigation is complete, we will contact you to inform you of the outcome and to let you know what actions we have taken or will take.

We will aim to resolve your complaint within 20 working days; however, timescales will always depend on the nature and complexity of your complaint.

#### **Stage 2**

If you are dissatisfied with any aspect of our handling of your complaint or the outcome of our internal investigation, please contact Mark Gallimore, Managing Director of the Livingcity Group of Companies in writing, at the address given above.

Mr Gallimore will conduct a separate review of your complaint and contact you within 20 working days to inform you of the conclusion of his review and confirm our final position on the matter.

Please note that the timescale may alter depending on the complexity of your complaint.

If you are still not satisfied after the last stage of the in-house complaints procedure, you can request an independent review from The Property Ombudsman without charge:

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

Telephone: 01722 333 306

Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

Web Site: [www.tpos.co.uk](http://www.tpos.co.uk)

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.