

COMPLAINTS PROCEDURE

Our
Commitment
to You





We aim to do our best to provide a good service, in a polite, efficient and fair way, but sometimes things can go wrong.

When this happens we would like you to let us know, then we can try to put matters right. We take all complaints about our service very seriously and will endeavour to deal with your complaint promptly.

To ensure that we have all the facts necessary to investigate your complaint, we have a step by step procedure for you to follow. Following this procedure will enable us to expedite your complaint to a mutually satisfactory resolution.

We are happy to receive a complaint from someone who is representing you.

Notes:

- *If you are a tenant renting accommodation you need to refer your complaint to your landlord in the first instance.*
- *This process may not cover all complaints and we reserve the right to change process and responsibilities depending on circumstances.*

What this Procedure doesn't cover:

- Everyday matters such as reporting or chasing a repair
- Service charge accounts queries
- Complaints by one resident about another
- Defects in your apartment – sometimes there will be problems in your apartment that can only be resolved by the developer – e.g. shrinkage cracks, unless the defect is caused by a problem within the communal areas which we have responsibility for managing



When to complain:

- If you are dissatisfied with any aspect of our service
- If we have failed to follow our own policies or procedures
- If we have failed to carry out a repair within a reasonable timeframe
- If we have not returned your calls or replied to your correspondence
- If you believe we have discriminated against you
- If you have had a problem with one of our employees

Please note

It may be tempting to withhold payment of your service charge. We ask that you do not take this approach, as it often makes a difficult situation worse.

Non-payment may also be subject to interest and late payment charges.

Complaints should be directed to:

**Peverel Retirement
Scotland Office
183 St Vincent Street
Glasgow
G2 5QD**

Telephone: 0845 450 2077

Email:

scotlandenquiries@peverelretirement.co.uk

The Complaints Procedure:

The most effective way of resolving a problem is to give the employee concerned the opportunity to discuss your dissatisfaction informally. Before you decide whether to make a formal complaint we therefore ask you to try to resolve the matter with the person concerned by contacting your Area Manager, Estates Manager, House Manager or Development Manager.



Stage 1

If your problem is about your Area Manager, Estates Manager, House Manager or Development Manager and you are unable to discuss the matter with him/her, or if you are unhappy with the way the matter was dealt with, you should put your complaint **in writing** and send it for the attention of Customer Services at the following address:

**Peverel Retirement
Scotland Office
183 St Vincent Street
Glasgow
G2 5QD**

Email:

scotlandenquiries@peverelretirement.co.uk

We will reply in full or acknowledge receipt of your letter, email or fax within 3 working days. Customer Services will pass your complaint to the appropriate Manager and ensure your complaint is processed correctly. There will be a full investigation and you will receive a written reply within 21 days.

All complaints are tracked to ensure that we adhere to this procedure.

Complaints are often complex and if you are not entirely happy with our response you should follow Stage 2 of the procedure.

Stage 2

If you feel you have not received a reasonable response to your complaint under Stage 1, you can write for the attention of the Regional Director within 21 working days of the receipt of the response to Stage 1.

The Customer Services Manager investigates all Stage 2 complaints on behalf of the Regional Director. The Customer Services Manager has access to every level of management within the business and will report, discuss and agree all findings with the Regional Director before responding to you on his behalf within 21* working days.

Please address your letter to the:

Customer Services Manager

Peeverel Retirement

Scotland Office

183 St Vincent Street

Glasgow

G2 5QD

Email:

scotlandenquiries@peeverelretirement.co.uk

**Some complaints are complex and will take longer to address, but the complainant will be kept updated on progress.*

Stage 3

If you are dissatisfied with the outcome, a number of steps may be appropriate. We may suggest the use of mediation to resolve your complaint. Mediation is where an impartial, independent mediator facilitates communication between us to look at ways of resolving difficulties. Mediation is voluntary and confidential and must be agreed by all parties. Mediation is quicker and more cost effective than other independent dispute resolution routes. Before the mediation process begins, it will be agreed that the results of the mediation are binding on all parties.

Peveler Retirement supports the mediation scheme run by the Property Managers Association Scotland (PMAS) which is free of charge to residents. At any time you may wish to contact PMAS for impartial advice and information:

**Property Managers Association
Scotland (PMAS)
2 Blythswood Square
Glasgow
G2 4AD**

**Telephone: 0141 248 4672
Fax: 0141 221 9270**

If you have completed the Complaints Procedure and believe that we have contravened a specific section of the ARHM (Association of Retirement Housing Managers) Code of Practice, you may write to them at:

**Association of Retirement
Housing Managers (ARHM)
South Bank House
Black Prince Road
London
SE1 7SJ**



Email: enquiries@arhm.org

Telephone: 0207 463 0660

A copy of the ARHM Code of Practice is available in the Development Guide which is to be found in the Residents' Lounge at most of our managed Developments.





**Peverel Retirement
Scotland Office
183 St Vincent Street
Glasgow
G2 5QD**