



# BRIDGE HOUSE

of Twyford

## COMPLAINTS HANDLING PROCEDURE

As a company we believe that if a resident, relative or a visitor wishes to make a complaint or register a concern, they should find it simple to do so. We treat all feedback seriously, review it, and use it to learn, adapt, improve and provide a better service to all involved in our villages.

Our procedure for handling written complaints is set out below. If you are not able to put your complaint in writing we will note down your concerns and ask you to confirm that we have described them accurately.

We will not treat you any differently if you make a complaint.

### HANDLING YOUR COMPLAINT

- We will deal with your written complaints in a speedy, responsive, accessible and user friendly way.
- We will acknowledge your written complaint and provide an initial response in writing as soon as possible.
- If you tell us that you are not satisfied with our response, we will not require you to write in again in order to pursue the complaint through any escalation procedure.
- We will cooperate in the same way with an intermediary acting on your behalf.
- We will provide a final decision in writing within any deadlines set by the relevant ombudsman but in any case within 56 calendar days of receiving your complaint, unless we have previously agreed a later deadline.

If you remain dissatisfied with our final decision, or we fail to provide that decision by relevant deadline, you may refer your complaint to the relevant Ombudsman:

### PROPERTY MATTERS

The Property Ombudsman (TPO):

Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP.

Tel: 01722 333306.

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

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



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## CARE MATTERS

Local Government and Social Care Ombudsman (LGO).

Tel: 0300 061 0614

Web : [www.lgo.org.uk](http://www.lgo.org.uk)

You should normally make any referral within 12 months of receiving our final decision, to facilitate the Ombudsman's investigation.

As an 'ARCO Approved Operator', we seek at all times to comply with the ARCO Consumer Code (see [www.arcouk.org](http://www.arcouk.org)). ARCO itself does not have a complaint handling function but has nominated The Property Ombudsman as its Alternative Dispute Resolution (ADR) provider. Where we are unable to resolve satisfactorily any complaint from you about compliance with the ARCO Consumer Code, you may also refer this to The Property Ombudsman.

We will co-operate fully with the relevant Ombudsman Service during any investigation and comply fully with the resulting decision, which will be binding on us.

Certain complaints in relation to rents and leasehold management may also be referred to the Residential Property First-tier Tribunal. We will provide you with contact details for the relevant office where your complaint appears to fall within the remit of the Tribunal.

Complaints should be addressed to:

Lucy Biggs,  
Director of Property Sales,  
Castle House,  
69-70 Victoria Street,  
Englefield Green,  
Egham,  
Surrey TW20 0QX

Tel : 01784 471471

Email: [lucy.biggs@thecastlehousegroup.co.uk](mailto:lucy.biggs@thecastlehousegroup.co.uk)

In relation to care issues only, you may wish to contact the Care Quality Commission. Please note that while the Commission uses complaints to inform its inspection regime it does not provide the redress service offered by the Local Government and Social Care Ombudsman.