

Complaints handling process for customers and Owners at Audley Villages

We welcome all forms of feedback from our customers and Owners, whether positive or negative. We treat all feedback seriously, review it, and use it to promote continuous improvement in our services.

Please feel free to speak to any member of staff about any concerns at any time. You may also raise any concerns through the Owners Forum. Alternatively, or in addition, please write to the General Manager in the first instance. We will then handle it according to the following procedure:

We will deal with written complaints in a speedy, responsive, accessible, and user-friendly way. The General Manager will acknowledge a written complaint in writing within 24 hours and provide an initial response in writing within 5 calendar days.

If you tell the General Manager that you are not satisfied with our first response, we will escalate it to the Group Operations Director who will provide a further response in writing within 5 calendar days of receiving the complaint.

If you tell the Group Operations Director that you are not satisfied with our second response, we will escalate it to the Managing Director who will provide a further response in writing within 5 calendar days of receiving the complaint.

If you tell the Managing Director that you are not satisfied with our response, we will escalate it to the Chief Executive Officer, who will provide our final decision in writing within 56 calendar days of us first receiving the complaint, unless we have previously agreed a later deadline with you.

If you advise us that you are not satisfied with our response at any stage, you will not need to restate your case or explain your reasons but may do so if you wish. Our escalation procedure simply ensures an independent review. Our Managing Director or Chief Executive Officer may also call or visit you to discuss the matter.

We will cooperate in the same way with an intermediary acting on your behalf. We will not treat you any differently if you make a complaint.

If you are not satisfied with our final decision, or we fail to provide it by the relevant deadline, you may refer your complaint to the Housing Ombudsman Service.

Housing Ombudsman Service, Exchange Tower, Harbour Exchange Square, London E14 9GE
Telephone: 0300 111 3000
Email: info@housing-ombudsman.org.uk
Web: www.housing-ombudsman.org.uk

Unresolved complaints regarding care provided by Audley are not dealt with by the Housing Ombudsman Service but should be referred instead to the Local Government & Social Care Ombudsman. Telephone: 0300 061 0614. Web: www.lgo.org.uk. or to the Care Quality Commission. www.cqc.org.uk

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

