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## COMPLIMENTS & COMPLAINTS PROCEDURE

We welcome all forms of feedback from our residents and those dealing with us, whether positive or negative.

You may wish to let us know if:

- You would like to compliment us on a job well done
- You have a suggestion on how we might improve services
- We have fallen short of your expectations

You can contact the person you have been dealing with at the relevant village directly or get in touch with the General Manager of the Village. Alternatively you can email us at one of the following addresses:

[info@lifecareresidences.co.uk](mailto:info@lifecareresidences.co.uk)

[info@batterseaplace.co.uk](mailto:info@batterseaplace.co.uk)

[info@groveplacevillage.co.uk](mailto:info@groveplacevillage.co.uk)

[info@somerleighcourt.co.uk](mailto:info@somerleighcourt.co.uk)

If you wish to make a complaint our complaints procedure is set out on the next page.

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# COMPLIMENTS & COMPLAINTS PROCEDURE

## COMPLAINTS PROCEDURE

- In the first instance please address the issue with the appropriate member of our team who you have been dealing with. They may be able to resolve the matter immediately.
- If the issue cannot be dealt with immediately, you should contact our Head Office either verbally or in writing. You can write to: LifeCare Residences Limited, 6 York Street, London, W1U 6QD or call us on 020 7935 0075. We will acknowledge all written complaints within seven days of receipt and work with you to resolve the situation. We will provide a response as soon as possible but within 14 days from receiving the written complaint.
- A meeting will be arranged with you, if you wish, which you may arrange for as soon as is reasonably practicable. You may, if so desired, bring a friend, relative or a representative, such as an advocate, to the meeting. If the complaint can be mutually resolved at that or any subsequent meeting, the outcome/decision will be confirmed by us in writing including any actions to be taken. If the complaint is not resolved at a meeting, we will give you our initial decision in writing within 28 days of the complaint being received unless we expressly agree a later deadline with you, in which case updates will be provided at least every fortnight thereafter.
- If you are dissatisfied with our response you can request that your complaint be escalated. Your letter will be acknowledged within seven days of receipt and a full review of your complaint will be undertaken by a senior manager who has not been involved directly with the transaction. If you wish, you can attend an appeal hearing and may be accompanied or represented by an intermediary of your choice. We will detail our findings and recommendations in a written response to you, to confirm our decision on the matter within 14 days of a hearing, or 56 days of receiving your original complaint, unless otherwise agreed with you.
- If you are not satisfied with the proposed resolution, you may approach one of the Ombudsmen services, which include:
  - The Property Ombudsman Service (TPOS) for property related and sales agency matters. You can go to [www.tpos.co.uk](http://www.tpos.co.uk). If you do wish to contact The Property Ombudsman Service (TPOS), you must do so within six months of the date of the final decision letter.
  - The Local Government Ombudsman for domiciliary care or nursing home care issues. You can reach them on [www.lgo.org.uk/adult-social-care](http://www.lgo.org.uk/adult-social-care)