

St George's Park Retirement Village

Complaints Procedure: Housing Matters

We aim to resolve complaints quickly, effectively and wherever possible, to your satisfaction. If you feel dissatisfied with a particular service, or the way you have been treated by us, you may complain using the process outlined below. We will not treat you any differently if you make a complaint.

If your complaint relates to **domiciliary care**, please see our separate procedure for care matters. A copy is available from the concierge.

How to complain

We have two simple stages in our complaints procedure to make sure that matters are dealt with quickly.

Stage one – Contact the Facilities Director

In the first instance, please contact the Facilities Director in person, or by phone, e-mail or letter, or complete a Complaint Record form. If you make a verbal complaint, we will note down the details and ask you to confirm that they are correct and then treat the complaint like any written complaint.

Please provide as much information as possible and let us know if there are any specific actions that you would like us to take. The Facilities Director will aim to respond to you within 10 working days. If we need more time to investigate your complaint, we will agree a new deadline with you.

Stage two – Review by the Chief Executive Officer and Estates Director

If you are not satisfied with our initial response, please let us know as soon as possible and we will escalate your complaint to a review panel comprising the Chief Executive Officer and the Estates Director. You do not need to attend the panel meeting but will be welcome to do so if you wish, and to be accompanied. The panel are to be present. Our final decision on your complaint will be provided within 20 calendar days of the panel's meeting.

We will cooperate in the same way with an intermediary acting on your behalf. We will provide a final decision in writing within 30 calendar days of receiving a written complaint, unless we have previously agreed a later deadline.

If you have been through our complaints procedure and are not satisfied with our final decision, or we fail to provide that decision by the relevant deadline, you may refer your complaint to the Housing Ombudsman Service.

As an 'ARCO Approved Operator', we seek at all times to comply with the ARCO Consumer Code (see 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 refer this to The Property Ombudsman. You should normally make any referral within 12 months of receiving our final decision, to facilitate the Ombudsman's investigation.

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.

Facilities Director

St George's - Augustinian Care, The Lodge Administration Centre, St. George's Park, Ditchling Road, Burgess Hill RH15 0US

Tel: 01444 873703

Email: pray-gain@anh.org.uk

Web: <https://trinitylodge.stgeorgespark.co.uk/home>

Housing Ombudsman Service (for housing matters)

PO Box 1484, Unit D, Preston PR2 0ET

Tel: 0300 111 3000

Email: info@housing-ombudsman.org.uk.

Web: www.housing-ombudsman.org.uk.

The Property Ombudsman (for matters relating to compliance with the ARCO Consumer Code)

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

Tel: 01722 333306

Email: admin@tpos.co.uk

Web: www.tpos.co.uk

The Ombudsmen may recommend a solution to your problem, which could include an offer to mediate, arbitrate or recommend that, we:

- formally apologise to you
- compensate you
- stop doing what you complained about
- reject your complaint

Other people to contact

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.

A Citizens' Advice Bureau, solicitor, advice centre, local Councillor or Member of Parliament may be willing to help you make a formal complaint (solicitors normally charge you for their services).

Discrimination

If you feel St George's Park – Augustinian Care has subjected you to any act of discrimination on the grounds of race gender or indeed any other grounds, you have the right to claim against us in a County Court. You must register your complaint at the County Court.

22 February 2025