

Complaints and Feedback Procedure

1 Scope

This procedure covers all functions within Inspired Villages.

We encourage all feedback from our residents and customers, whether positive or negative, and will review it and use it to promote continuous improvement in our services.

Complaints relating to personal care services should be raised directly with the provider through their own complaints procedure.

2 How to raise a complaint or give feedback

The best way to give us feedback is to speak directly with the village or sales team, by email, or letter. Our colleagues are often able to resolve queries straight away.

If you wish to raise a complaint, please send an email to complaints@inspiredvillages.co.uk, write to the village or sales team, or use the link on the Inspired Villages website. We will note down any complaint raised verbally and ask you to confirm the details before treating it like any other written complaint.

3 How we investigate complaints

The Village Manager or Director of Sales will acknowledge a complaint within 24 hours.

All complaints regarding village services will be investigated by the Village Manager, and complaints about sales or rentals by the Director of Sales. You will receive our written response within 5 working days.

If our response does not meet your expectations, we will refer the complaint to the Chief Customer Officer who will provide our final decision within 15 working days.

If at any stage we need more time to investigate a complaint, we will contact you and agree a new deadline.

We will provide a final decision within 20 working days of initially receiving the complaint unless we have previously agreed a later deadline.

During the escalation process, you will not have to restate the complaint or provide reasoning unless you wish to do so.

We may wish to contact you during our review process. If you would prefer us to contact an intermediary who is acting on your behalf, this will be arranged, and we will co-operate with that person in the same way.

If you are not satisfied with our handling of your complaint or our final decision, or we do not supply this by the relevant deadline, you may refer the complaint to the Property Ombudsman:

The Property Ombudsman: Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP.

Tel: 01722 333306.

Web: www.tpos.co.uk

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 Ombudsman during any investigation and comply fully with the resulting decision, which will be binding on us.

We will treat all complaints equally, in confidence, keep you updated, and monitor outcomes to check for fairness and compliance. We will not treat you any differently if you make a complaint.

This procedure is owned by the Central Operations Director and is reviewed annually for accuracy and compliance. Next review February 2024