

# Dandara Living Complaints Process

At Dandara Living we aim to provide exemplary customer service. We enjoy hearing about the things we do well, but If we get something wrong, we want to understand and improve.

Our complaints procedure is designed to:

- 1) Provide a fair and transparent complaints procedure which is easy to use.
- 2) Make sure that all complaints are investigated fairly and in a timely manner.
- 3) Make sure that complaints are resolved, and relationships rebuilt where ever possible.

We strongly encourage you to discuss any problems verbally and informally with the on-site management team in the first instance. The team should be able to quickly answer any questions you may have and hopefully provide you with a solution. If at this point your concerns have not been resolved, then the company's formal procedure can be followed.

## How do I make a complaint?

If you do find yourself in a situation where you are unhappy with the service provided by Dandara Living and to wish to make a complaint, there is a clear procedure that you can follow. This procedure will allow us to review and research your complaint quickly and thoroughly. When this process has been exhausted, as members of The Property Ombudsman Service (TPOS), Dandara Living are able to offer a further point of recourse if required.

## Stage One

All complaints should be placed in writing through the online Residents Lounge complaints section. If you do not have access to the Residents Lounge, please contact the Customer Service Team with a written account of the situation.

Your complaint will be forwarded to the department Manager for the community who will acknowledge receipt of your complaint in the first instance within 72 hours. The Manager will then respond to your complaint within 15 days, or sooner if possible. If the Manager is unable to resolve/ satisfy your complaint, please see stage two.

## Stage Two

If we have been unable to resolve/ satisfy your complaint at Manager level it can be escalated to our Senior Management Team. Your escalated complaint will again be acknowledged in the first instance. The Senior Manager will review the complaint with the Manager and may undertake further investigations. The Senior Manager will respond, in writing, with Dandara Living's final stance on your complaint within 15 days.

## Stage Three

In the unlikely event that the complaint remains unresolved at this stage you have the option of approaching The Property Ombudsman (TPOS). Details on how to lodge a complaint with The Property Ombudsman (TPOS) can be found at [www.tpos.co.uk](http://www.tpos.co.uk) or

The Property Ombudsman Ltd  
Milford House  
43-45 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP  
01722 333 306

Please note that The Property Ombudsman (TPOS) will not consider any complaints until the internal complaints procedure of Dandara Living has come to an end. You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint, including any evidence to support your case.