
COMPLAINTS PROCEDURE

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- 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 Sherwood House Kew TW9 3BY or call us on 0208 939 9600. We will acknowledge all written complaints within 7 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, to which you may bring 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 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:
 - o The Property Ombudsman Service (TPOS) for property related and sales agency matters. You can go to 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.
 - o The Local Government Ombudsman for domiciliary care or nursing home care issues. You can reach them on www.lgo.org.uk/adult-social-care