



COMPLAINT HANDLING CUSTOMER GUIDE

At Colby River, we want every customer to have a positive experience. We know that sometimes things can go wrong, and when they do, we will take your concerns seriously and work to resolve them as quickly as possible.

If you're unhappy with any part of our service, we want to understand why so we can put things right and prevent the issue from happening again. Everyday matters such as reporting a repair or chasing an update will be dealt with promptly by our team. If an issue is more serious, keeps happening or goes unresolved, it will be treated as a formal complaint and handled through a clear, structured process in line with industry best practice.

This means you can be confident that:

- Every concern or complaint will be recorded and acted upon.
- If an issue isn't resolved informally, it will be escalated as a formal complaint.
- All complaints follow a fair, transparent process with clear outcomes and explanations.

Our priority is to ensure your voice is heard, your concerns are addressed properly, and you receive a fair resolution.

Who can complain?

Our complaints process is open to anyone who interacts with us and believes we have not met the standard of service they reasonably expected. This includes:

- Residents
- Prospective customers
- Landlords
- Contractors and suppliers
- Neighbours and local community
- Authorised representatives such as family members or advisers acting with consent

You do not need to be a resident to make a complaint.

What counts as a complaint?

A complaint is any expression of dissatisfaction where you believe you have experienced, or may experience, material inconvenience, distress or loss because of our actions or service.

Simple questions or updates such as “When will the communal areas be repainted”? will be addressed informally. However, if the issue suggests a potential service failure, for example “My heating has been faulty for weeks now and no engineer has attended”, we will log it as a formal complaint and follow our full investigation process.

How to complain

You can raise a complaint in any way that suits you:

- Email – send your complaint to: customerservice@colbyriver.com
- In writing – write to us at: C/O Customer Service Team, Colby River Property Management Limited, 2nd Floor Vertex, 1 Tabley Court, Victoria Street, Altrincham, WA14 1EZ.
- In person – speak to a member of our team at the development

You do not have to put your complaint in writing or use any particular wording. Any expression of dissatisfaction where you feel you’ve suffered inconvenience, distress or loss may be treated as a complaint. Please let us know how you would like Colby River to communicate with you during the complaint and if you have any special requirements.

If you need our information in large print, another format, or another language, please let us know. You can also use Google Translate to view our guide in over 100 languages.

What you can expect

- Acknowledgment: We will acknowledge your complaint within 3 working days.
- Investigation: We will review your complaint fairly, independently and in accordance with our Complaint Handling Charter which is available on our website.
- Response: We aim to send a full written response within 15 working days. If we need longer, we’ll explain why and keep you updated at least every 28 days. In exceptional circumstances, matters may take up to 8 weeks to resolve. If your complaint is not resolved by then, we will write to you requesting more time or send you a final response.
- Data protection complaints: These will be handled in line with UK data protection legislation. Please contact us if you would like additional information.
- Outcome: Our final response will explain what we found, what evidence we used, any steps we’re taking to put things right and what you can do if you are not satisfied with the outcome. Outcomes may include an explanation, apology, corrective action, compensation where appropriate, or service improvements.

If you’re still unhappy

If you do not receive a response within 8 weeks of the date your complaint was submitted or if you are not satisfied with our final response, you can refer your complaint to an independent body depending on the underlying cause. For issues relating to our property management or lettings services you can refer your complaint to the Property Ombudsman and for concerns about how we have handled your personal information, you can refer your complaint to the Information Commissioner’s Office.

The Property Ombudsman

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

www.tpos.co.uk

Tel: 01722 333 306

Information Commissioner's Office

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

www.ico.org.uk

Tel: 0303 123 1113

Both services are independent and free to use and their decisions are binding on us if you accept them.

Our commitment to you

We will treat you with courtesy, professionalism and respect.

We will never discourage or penalise you for raising a complaint.

We will protect your personal information in line with data protection laws.

We will review complaints to learn from them and make meaningful service improvements.

We aim to acknowledge quickly, investigate fairly, respond within our stated timescales and clearly explain the outcome and next steps. Your feedback helps us improve and we appreciate every opportunity to put things right.