

DANDARA LIVING MANAGEMENT LIMITED

RESIDENT CARE PROCEDURE

We aim to provide the highest standards of service to all our customers, however we recognise that occasionally things may not go according to plan and in these situations our aim is to resolve the situation quickly and professionally.

Should have a complaint, please email us as soon as possible: residentcare@dandaraliving.com

Stage 1 - Customer Care Resolution

For straightforward complaints that require little or no investigation. At this Stage we will consider:

1. What specifically the complaint is about
2. What outcome you are hoping for and whether it can be achieved
3. Whether the complaint is likely to be resolved with little or no investigation.

We aim to resolve most issues within three (3) working days from first notification. If for any reason this isn't possible, we'll contact you to discuss the options. These may include an extension to the original timescale, or undertaking a more detailed Stage Two investigation.

Stage 2 - Investigation

We will undertake an investigation to establish the facts and provide a full and objective response. We will acknowledge your complaint within five (5) working days and you will normally receive a response within fifteen (15) working days from receipt of your complaint.

Stage 3 - Director Review

If after Stage Two you still feel that your complaint has not been resolved, please address your concerns in writing to the National Head of Operations within one (1) month of our final Stage Two response.

We will acknowledge your request for a review within five (5) working days and you will normally receive a review response from us within fifteen (15) working days.

At this stage we will consider:

1. Whether all or some of the points raised as part of your complaint have not been investigated, or responded to as part of Stage Two
2. Whether all or some of the agreed actions have not been carried out, or carried out to a less than satisfactory standard within the agreed timescales
3. Whether the Company failed to respond to your complaint within the agreed timescale set out in our policy.

Stage 4 - Final Senior Review

If you remain dissatisfied by the response from the National Head of Operations, a final review will be conducted by another member of our senior leadership team.

To request a Senior Final Review of your complaint, please email the Resident Care email address highlighting the areas you feel have not been resolved.

We will acknowledge your letter or email within five (5) working days. A senior member of Head Office will respond to you within fifteen (15) working days from receipt of your written complaint.

Stage 5 - Referral to Trade Organisations

Our goal is to resolve issues amicably, however, if you remain dissatisfied you may wish to contact the Property Ombudsman at the following address:

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP
www.tpos.co.uk

The Property Ombudsman provides a free, independent service for dealing with unresolved disputes, however please note they will not consider your complaint until you have exhausted our internal procedure.

Any referral to The Property Ombudsman must be made within 12 months of the date of the Final Senior Review letter.

NOTE: The days Monday to Friday shall be working days except when the Company is closed for a Public Bank Holiday or between and including the dates of the 27th December to the 31st December in any given year. Saturdays and Sundays are not counted as working days.