

Our Village Homes is a member of The Property Ombudsman Scheme (TPOS). We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us improve our standards.

We will where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter.

The aim of this process is to resolve any issues or concerns as quickly as possible, although in the majority of cases we hope that matters such as these are resolved at Branch level.

Please find below our guidance for making a complaint in relation to:

All complaints should be directed to the Tricia Lonorgan, the Director of the business. Your complaint will be acknowledged within 3 working days. We will endeavour to resolve your complaint immediately, and no later than 5 working days of the first notification.

If you are still not satisfied with our final viewpoint (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

The Property Ombudsman

admin@tpos.co.uk

01722 333 306

www.tpos.co.uk

[Make a Complaint - The Property Ombudsman \(tpos.co.uk\)](http://www.tpos.co.uk)

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaint procedure, before being submitted for an independent review.

