

Complaints Procedure

At **UK Retirement Rentals**, we're committed to providing a high standard of service to all our residents, landlords, and partners.

We recognise that sometimes things can go wrong, and when they do, we want to make it easy for you to let us know — and for us to put things right quickly and fairly.

1. How to Make a Complaint

If you are dissatisfied with any aspect of our service, please tell us as soon as possible.

You can contact us in any of the following ways:

- **By email:** admin@ukretirementrentals.com
- **By post:** UK Retirement Rentals, Hastingwood Business Centre, Hastingwood, Harlow, CM17 9GD
- **By phone:** 02039677960

To help us investigate, please include:

- Your name, address, and contact details
- Details of the property or service involved
- A clear description of your complaint
- What you would like us to do to resolve the matter

2. Stage One – Initial Response

We aim to acknowledge your complaint **within three working days** of receiving it. Your complaint will then be reviewed by the relevant team member or property manager, who will investigate and provide a written response **within 10 working days** of acknowledgement.

If we need more time to investigate, we will let you know and explain why.

3. Stage Two – Senior Review

If you are not satisfied with our initial response, you may request that your complaint be reviewed by a **senior manager**.

Please confirm this in writing within **10 working days** of receiving our Stage One response. We will acknowledge your request within **three working days** and aim to issue a full written reply **within 15 working days** of acknowledgement.

4. Final Stage – Independent Redress

If, after our final response, you remain unhappy, or if eight weeks have passed since you first raised your complaint and it remains unresolved, you may refer the matter to our independent redress scheme:

The Property Ombudsman (TPO)

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

📞 01722 333 306

🌐 www.tpos.co.uk

UK Retirement Rentals is a member of The Property Ombudsman (*our membership number is T03523*), which offers a free and impartial dispute resolution service.

5. Our Commitment

We value your feedback — it helps us improve the service we provide to all our residents and landlords.

Every complaint is treated seriously, handled confidentially, and used to identify how we can do better in the future.