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## Our Promise

Brio Retirement Living is part of Places for People — one of the UK's leading placemakers. We believe that places work when they work for everyone and these places are designed for the long term with sustainable values at their core.

Our award-winning placemaking, property investment and development and management companies are active throughout the UK and collectively have capability and expertise to create and manage entire places, considering all the things a place needs to become a sustainable community.

Across the group we own or manage more than 217,000 homes, provide services to over 600,000 people, operate over 108 leisure facilities and will be delivering 25,000 new homes in the coming years.



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We put people first.

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We treat everyone honestly, courteously and fairly.

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We listen to people and treat everyone with respect and politeness.

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We measure customer satisfaction and take action if we aren't doing as well as expected.

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We use plain English in our letters, website and emails.

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We give a main point of contact for questions or problems.

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We provide services on the web and social media, and customers can get in touch by phone or writing if they prefer.

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We will always try to give customers a choice of service, home and location.

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We will have clear service standards and guidelines so we and our customers know what to expect.

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We tell our customers what the charges they pay, are for.

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We have a clear complaints process and publish information about complaints.

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# Working with our homeowners

Detail is something that defines every Brio home and we take pride in ensuring no stone is left unturned when it comes to your satisfaction.

To make sure the service we provide meets your expectations, we regularly encourage members of our community to share feedback and raise questions or concerns. If you have any suggestions or opinions on how we could improve, we'd love to hear them. Similarly, if you're unhappy about any aspect of your new home, please let us know in the first instance.

Our dedicated feedback handling process logs every comment, guarantees a fast personal response and enables us to continually improve and evolve our services. We also provide a structured complaints procedure that provides speedy outcomes to any complaints.

**Our promise to you** – Please feel free to speak to any member of staff about any concerns you may have. If you prefer, you can also write to, email or visit your General Manager. We will then handle your complaint according to the following procedure:

- We will deal with written/email complaints in a fast, responsive, accessible and user-friendly way. We will not treat you any differently if you make a complaint.
- Your General Manager will acknowledge a written/email complaint in writing/by email within 24 hours and provide an initial response in writing/by email within 5 calendar days. If we need any more time to investigate your complaint we will agree a response deadline with you.
- If you inform your General Manager that you are not satisfied with our first response, we will escalate it to the Director of Operations, who will provide a further response in writing/by email within 5 calendar days of receiving the complaint.

If you inform us that you are not satisfied with our response at any stage you will not need to restate your case or explain your reasons, but may do so if you wish. Our escalation procedure simply ensures an independent review. Our Director of Operations or Chief Executive may also call or visit you to discuss the matter.

We will co-operate in the same way with an intermediary acting on your behalf. If you are not satisfied with our final decision, or we fail to provide it by the relevant deadline, you may refer your complaint to the relevant Ombudsman:

**In England:**

Unresolved complaints regarding property matters should be referred to:

**Housing Ombudsman Service**

Exchange Tower, Harbour Exchange Square, London E14 9GE

Telephone: 0300 111 3000

Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

Web: [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

Unresolved complaints in relation to Touchstone CPS as letting agents shall be referred to:

**The Property Ombudsmen**

Milford House, 43-45 Milford Street, Salisbury, Wiltshire, SP1 2BP

Telephone: 01222 333306

Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

Web: [www.tpos.co.uk](http://www.tpos.co.uk)

Unresolved complaints regarding care services should be referred instead to:

**Local Government (Social Care) Ombudsman**

53-55 Butts Road, Coventry CV1 3BH

Telephone: 0300 061 0614

Web form: [http://www.lgo.org.uk/forms/ShowForm.asp?fm\\_fid=62](http://www.lgo.org.uk/forms/ShowForm.asp?fm_fid=62)

**In Scotland:**

Unresolved complaints regarding property matters should be referred to:

**The Property Ombudsman Scotland**

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

Telephone: 01722 333306

Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

Web: [www.tpos.co.uk](http://www.tpos.co.uk)

Unresolved complaints regarding care services should be referred to:

**Healthcare Improvement Scotland**

Gyle Square, 1 South Gyle Crescent, Edinburgh, EH12 9EB

Telephone: 0131 623 4326

Email: [hcis.complaints@nhs.net](mailto:hcis.complaints@nhs.net)

Web: [www.healthcareimprovementscotland.org](http://www.healthcareimprovementscotland.org)

Please rest assured that we will fully co-operate with the relevant Ombudsman during any investigation, and comply fully with the Ombudsman's final decision which will be binding on us.