

How to raise a concern or make a complaint

PROPERTY MATTERS

USEFUL CONTACTS:

Richmond Villages

Richmond Villages Operations Director
The Lodge, Hatherley Lane, Cheltenham,
Gloucestershire GL51 6PN
Tel: 01926 679 502
Email: info@richmond-villages.com
www.richmond-villages.com

Ombudsman

The Property Ombudsman
Milford House, 43-45 Milford Street,
Salisbury, Wiltshire SP1 2BP
Tel: 01722 333 306
Email: admin@tpos.co.uk
www.tpos.co.uk

Once completed please return to the Village
Manager or send to:

Richmond Villages Head Office
The Lodge, Hatherley Lane, Cheltenham,
Gloucestershire GL51 6PN

September 2025



How to raise a concern or make a complaint

We are committed to resolving complaints in a speedy, responsive, accessible and user-friendly way. This leaflet sets out our procedure.

CONCERN OR INFORMAL COMPLAINT

If you are unhappy about any aspect of our services, please speak informally to the member of staff you usually deal with, their manager or the Village Manager.

FORMAL COMPLAINT

If the problem cannot be resolved informally, please write to the Village Manager or complete the form at the end of this leaflet.

COMPLAINTS PROCEDURE

Your complaint will be acknowledged within 3 working days and the Village Manager will offer to meet you to discuss your concerns.

If you do not wish to contact the Village Manager, please write to the relevant Operations Manager (contact details available at Reception).

We will investigate your complaint and send you our initial response within 15 working days. If we need more time, we will explain why and agree a new deadline with you.

If you are not satisfied with our initial response, please let us know and we will escalate the matter internally to the Operations Director. The Operations Director will acknowledge the escalated complaint within 3 working days. You will then be provided with our final decision in writing as soon as possible, and always within 15 working days, unless we have previously agreed a later deadline with you.

We will cooperate in the same way with an intermediary acting formally on your behalf. We will not treat you any differently if you make a complaint.

THE PROPERTY OMBUDSMAN

We will do everything we can to resolve your complaint. If you are not satisfied with our final decision, 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.

We will co-operate fully with The Property Ombudsman during any investigation and comply fully with their final decision, which will be binding on us.

You should normally make any referral to The Property Ombudsman within 12 months of receiving our final decision.

ARCO CONSUMER CODE

As an 'ARCO Approved Operator', we seek at all times to comply with the ARCO Consumer Code (see www.arcouk.org). ARCO itself does not have a complaint handling function but has nominated The Property Ombudsman as its Alternative Dispute Resolution (ADR) provider. Where we are unable to resolve satisfactorily any complaint from you about compliance with the ARCO Consumer Code, you may refer this to The Property Ombudsman.

RENTS AND LEASEHOLD MANAGEMENT

Certain complaints in relation to rents and leasehold management may also be referred to the Residential Property First-tier Tribunal. We will provide you with contact details for the relevant office where your complaint appears to fall within the remit of the Tribunal.

PLEASE FILL IN THIS FORM IF YOU WISH TO MAKE A COMPLAINT

We will not give your name or any details on this form to anyone who does not need them. We may however have to talk to people outside of the company, so that we can take the right action to resolve your complaint.

Your name:

.....

Your address:

.....

Postcode:

.....

Your home telephone number:

.....

Your mobile telephone number:

.....

Are you complaining on behalf of a resident?

☐

Yes

☐

No

Resident name:

.....

Village name:

.....

Have you complained about this before?

☐

Yes

☐

No

What was the name of the person who you spoke/wrote to?

.....

When did you complain?

.....

Signature:

.....

Date:

.....