

Partridge Homes Complaints Procedure

Complaints Procedure

At Partridge Homes, we are committed to providing a professional, efficient, and courteous service to all our customers. If you are dissatisfied with any aspect of our service, we want to hear from you so that we can investigate your concerns and work towards a fair resolution.

Stage 1 – Making a Complaint

If you have a complaint, please contact us as soon as possible, providing as much detail as you can, including:

- Your full name and contact details.
- The property address (if applicable).
- A clear description of your complaint.
- Copies of any relevant documents or correspondence.
- The outcome you are seeking.

Complaints should be submitted in writing by email or post to:

Complaints Officer - Charlotte Partridge
Partridge Homes
120a Haslucks Green Road, Shirley, B90 2EH
Email: admin@cpartridge.co.uk

We will acknowledge receipt of your complaint within **3 working days**.

Stage 2 – Investigation

Your complaint will be investigated by a senior member of staff or director who has not been directly involved in the matter wherever possible.

We will:

- Review all relevant information and documentation.
- Speak with the staff members involved.
- Contact you if further information is required.

We aim to provide our full written response within **15 working days** of acknowledging your complaint.

If we require additional time due to the complexity of the matter, we will explain why and provide an expected timescale. We will normally issue our final response within **28 working days**.

Stage 3 – Final Review

If you remain dissatisfied after receiving our response, you may request a final review by a Director of Partridge Homes.

Your request should be made within **28 days** of receiving our response, explaining why you remain dissatisfied.

The Director will review the complaint independently and issue our final viewpoint in writing within **15 working days**.

Stage 4 – Independent Redress

If you remain dissatisfied once our internal complaints procedure has been completed, or if more than **8 weeks** have passed since your complaint was first made, you may refer your complaint to our independent redress scheme.

If your complaint relates to estate agency work, you may contact:

The Property Ombudsman (TPO)

You must normally refer your complaint within **12 months** of receiving our final viewpoint letter.

You can find further information on eligibility and how to submit a complaint via The Property Ombudsman's website.

For complaints relating to data protection, you also have the right to contact the Information Commissioner's Office (ICO).

Our Commitment

We will always aim to:

- Treat every complaint fairly, consistently, and confidentially.
- Keep you informed throughout the investigation.
- Respond promptly and professionally.
- Learn from complaints to improve our services.

Making a complaint will not affect the standard of service you receive from Partridge Homes.

Record Keeping

All complaints are recorded and monitored to identify trends and opportunities to improve our service. Complaint records are retained in accordance with our data protection and record retention policies.

Last Reviewed: July 2026

Next Review: July 2027

Net- PropertyMark & TPO Contact details -