Wise Living Homes Complaint Policy

REVIEWED AND UPDATED NOVEMBER 2026

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 to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible. Please email your complaint to emailus@wiselivinghomes.co.uk. Please make it clear you are writing to us in line with the In-House Complaints Procedure. 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).

If your complaint relates to how we have collected, used, stored, shared or otherwise handled your personal information, it will also be considered as a data protection complaint. We will acknowledge a data protection complaint within 30 days of receipt and will take appropriate steps to investigate and respond without undue delay, keeping you informed as appropriate. If you remain dissatisfied with how we have handled your data protection complaint, you have the right to raise your concerns with the Information Commission (ICO). The ICO can be contacted via www.ico.org.uk.

We will make reasonable adjustments where required to ensure our complaints procedure is accessible, including providing assistance where a complainant has a disability, vulnerability, communication difficulty or other accessibility requirement.

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.
- If you are still not satisfied after the last stage of the in-house complaint procedure (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 Unit 159756, PO Box 7169, Poole, BH15 9EL

01722 333306 admin@tpos.co.uk www.tpos.co.uk

Please note the following:

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

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

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Further details of Propertymark's complaints process can be found here:

https://www.propertymark.co.uk/professional-standards/complaints.html