



Pocket Living complaints procedure – Customer Care

We pride ourselves on having a motivated team who are knowledgeable, friendly and passionate about what we do. Our team are encouraged to use their common sense and discretion in responding to individual situations and are provided with regular training. This is to ensure that every customer is given the best service that we can possibly offer throughout the entire experience with Pocket.

If you are unhappy with something, we will do our best to resolve any issues as quickly as we can. This document is our Complaints Handling Procedure which sets out how we address any issue(s) that you have raised.

When handled well, complaints can provide our customers with a form of redress where things go wrong. Above all, we will use complaints to improve customer satisfaction, and to try and prevent problems from arising again.

What is a complaint?

Pocket defines a sales complaint as:

An expression of dissatisfaction in relation to the purchase of a Pocket home with regard to our action or lack thereof, or about the standard of service provided by or on behalf of Pocket Living.

A complaint may relate to:

- Failure to provide a service
- Inadequate standard of service
- Dissatisfaction with a policy implemented by Pocket Living
- A member of staff or contractor
- Failure by Pocket Living to follow the appropriate administrative process
- Delays in responding to enquiries and requests
- An unresolved issue
- Lack of provision, or the provision of misleading, unsuitable or incorrect advice or information
- Unfairness, bias or prejudice in service delivery.

A complaint cannot be:

- A routine first-time query or request for a service
- A request for compensation only



- A cosmetic issue within your property such as marks, scratches and dents that were not identified on completion
- An attempt to reopen a previously concluded complaint or to have a complaint reconsidered where we have already confirmed that it has been closed

Complaints procedure:

Stage 1 – Frontline resolution

If you're unhappy with our service and you would like to make a complaint, you or someone acting on your behalf should contact our Customer Care Team on 020 7291 3698 or customercare@pocketliving.com.

Frustrations can often be settled relatively quickly between a resident and our team without the need to go through the formal complaints process. We will always try to resolve your initial complaint as quickly as possible.

Stage 2 – Official complaint/investigation

If your complaint cannot be settled informally, please send an email to complaints@pocketliving.com outlining your complaint, providing full detail on why you think you have received an unsatisfactory level of service from Pocket Living. This will then be reviewed by our senior management team.

Please make your complaint as specific and detailed as possible. The more information you can provide about what you are unhappy with, the easier and quicker it may be to resolve the issue. Please also help us by letting us know how you think we could do better next time.

We will acknowledge a complaint within one working day and will keep you informed about the progress of the investigation, aiming to conclude all complaints within 20 working days unless we agree a different time scale with you.

When the investigation is complete, a detailed response will be emailed to you covering the following:

- details of our findings;
- any action we have taken; and
- our proposals to resolve your complaint

Stage 3 – Independent dispute resolution

In the unlikely event that you are not happy with the conclusion of your complaint, you are able to approach your home warranty provider (Premier Guarantee/NHBC) who will provide details of their Independent Dispute Resolution Procedure. If your complaint is



in relation to resales, you are able to the approach The Property Ombudsman (<https://www.tpos.co.uk/>).

Queries:

For any questions regarding our complaints procedure, please contact customercare@pocketliving.com.