

Something you need to tell us?
Let's get it sorted.

FOUND 

Things happen.

We're here to sort them.

At Found, we pride ourselves on going the extra mile. Whether you are one of our residents, property owners, suppliers or just passing through one of our neighbourhoods, your experience is our top priority.

We are constantly on the look out for feedback as to how we can make your experience even better, and where problems do occur (and let's be honest, things happen from time to time) our teams are ready to address them quickly and find the best solution for everyone.

We will always do everything we can to accommodate you, but should we not meet your expectations or fall short somewhere, then we want to know about it.

This guide has been created to let you know what your options are when you need to make us aware of an issue, and the process and procedure to follow.

So, what do you need to know?

- First of all, making a complaint is straightforward, we won't send you around the houses. After all, why make anything worse right?
- No one wants to be kept waiting, so we will always deal with any issues reported to us promptly, politely, and with confidentiality where appropriate
- You will always get a response from us, whether that be an explanation, an apology, or details of steps we have taken to remedy the issue
- We take learnings from every report we receive, and will tweak our processes or ways of working to ensure the same issue doesn't occur again where possible

Resolving Informal Concerns

We realise that the best solution to an issue is usually the one that is the quickest and most informal. While we do have an official process, in the first instance our aim is always to:

- Address informal concerns promptly and amicably
- Maintain a low-key approach when possible
- Facilitate mediation between the complainant and relevant parties

When things turn up a notch.

Our formal complaints procedure.

In the nicest possible way, we hope things never get official, but if they do, then our formal complaints procedure is there to ensure all issues are handled fairly, consistently, and where possible resolved in a way that you are happy with.

Our Responsibilities:

- Own it: We will acknowledge all formal complaints in writing
- Get on it: We will respond within the stated timeframe
- Be discreet: We will handle complaints with sensitivity and fairness
- Act on it: We will take appropriate steps to resolve the issue

Your Responsibilities:

- Submit your complaint in writing within eight weeks of the issue arising
- Raise concerns promptly and directly with a Found team member
- Provide a clear and detailed explanation of the issue, including any actions already taken
- Allow us reasonable time to address the matter
- Recognise that there may be some circumstances beyond our control

Confidentiality

We will make every effort to maintain confidentiality for both parties. However, in some cases, circumstances may require disclosure. If confidentiality cannot be maintained, we will explain the situation to you.

Monitoring and Reporting

Our Trustees receive an annual anonymised report of complaints and their resolutions. All complaints are managed in compliance with our Privacy Policy.

So how does it work?

The complaints process.

Stage 1: Initial Contact

As soon as you find yourself unhappy about something, we want to know about it. You can do this in a number of ways.

- Via the app: If you're a customer of ours, the app is the quickest way to get in touch with us
- Drop us an email: info@wearefound.co.uk
- Write us a letter: Found, Second Floor, Northern Assurance Building, 9-21 Princess Street, Manchester, M2 4DN

Initially we will aim to resolve all issues quickly and informally, where this isn't possible your concerns will be escalated to a manager for further investigation.

- All issues will be acknowledged within three working days of receipt
- Our team may get in touch to gather more information or ask you questions in relation to the issue you have raised
- In the unlikely event that a formal investigation is necessary, we will provide a written outcome within 15 working days

Stage 2: Senior Management Review

If you are dissatisfied with the Stage 1 response, we will arrange for a review by a Senior Management Team member.

- All issues will be acknowledged within three working days of receipt
- We aim to issue a final viewpoint letter within 15 working days
- If additional time is needed, we will provide regular updates on progress

Stage 3: Escalation to The Property Ombudsman (TPO)

If the issue remains unresolved after Stage 2, or eight weeks have passed since the initial complaint, you may refer it to The Property Ombudsman (TPO) at no cost.

Note: Referrals to TPO must be made within 12 months of receiving our final viewpoint letter.

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