

YOUR FEEDBACK MATTERS



Churchill
Retirement Living 

OUR HERITAGE. YOUR FUTURE
BUILT ON INTEGRITY AND TRUST



Churchill Retirement Living welcomes all feedback, as we understand this will help us learn and ultimately improve our products and services now and in the future

We welcome feedback from anyone; Customers, suppliers and the general public.

Churchill team members are highly trained and should be able to help you with any queries or concerns you may have. However if you have some feedback for us which you would like us to record more formally please take the steps to follow:





STEP 1: CONTACT US



You can write to us

FREEPOST Churchill Retirement Living

or email us at **feedback@crl.co.uk**

STEP 2: REVIEW



All correspondence we receive will be acknowledged and allocated a unique reference number. All feedback is important to us and will be dealt with in an open, honest and approachable way.

STEP 3: RESPONSE



If your feedback is a complaint, we will act promptly to investigate and a response will be provided, in writing, within 15 working days of your acknowledgment letter. If this is not possible we will advise why and provide you with an update.

STEP 4: SATISFACTION



Most issues are resolved at this stage, however if you are not happy with the outcome you may wish to appeal the decision quoting your reference number. If you remain dissatisfied, you can contact an external body for an independent resolution in compliance with the Consumer Code for Housebuilders.



Churchill Retirement Living Limited,
Churchill House, Parkside, Ringwood,
Hampshire BH24 3SG

0800 377 7934

For all enquiries relating to compliments
or complaints please email
feedback@crl.co.uk

churchillretirement.co.uk

**CONSUMER
CODE FOR
HOME BUILDERS**

www.consumercode.co.uk

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