



# POTTS GRAY

PROPERTY MANAGEMENT

## A GUIDE TO MAKING A COMPLAINT

### COMPLAINTS POLICY

Here at Potts Gray Management Company Limited we pride ourselves on our reputation and satisfaction of our customers. Our customers are at the heart of everything we do here at Potts Gray and we welcome their views to help with our commitment to continuous improvement in order to maintain an excellent level of customer service which our customers should expect.

If you feel that you have not received this high level of service from Potts Gray we would like to know about it. We view complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the party that has made the complaint.

Our policy is:

- To provide a clear and fair complaints procedure which is easy to use for anyone wishing to make a complaint.
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint and what other options they have.
- To ensure everyone at Potts Gray knows exactly how to deal with a complaint.
- To make sure all complaints are investigated fairly and in a timely way.
- To ensure that complaints are, wherever possible, resolved and all relationships are maintained.
- To gather information to continuously improve what we do.

### WHAT IS A COMPLAINT?

A complaint is any expression of dissatisfaction about any aspect of Potts Gray Management Company Limited. This could be due to the level of service we have provided or a member of staff within the Company who has not helped in the way that they should.

### WHERE DO COMPLAINTS COME FROM?

A complaint can relate to any aspect to the service we provide and may come from any person or party who feels that we have not received the level of service expected from Potts Gray Management Company Limited.

If a 3rd party is to make a complaint on your behalf then we require written authority or consent to consider the complaint.

### HOW CAN YOU MAKE A COMPLAINT?

An expression of dissatisfaction can be made verbally by telephone and any formal complaint in writing.

Please address all formal complaints to the following address:

Potts Gray Management Company Limited  
South Shields Business Works  
Henry Robson Way  
South Shields  
Tyne and Wear  
NE33 1RF

Or email to: [info@pottsgray.co.uk](mailto:info@pottsgray.co.uk)

### CONFIDENTIALITY

All complaints will be handled sensitively with only the necessary data will be disclosed in order to fully investigate the complaint. All information will be handled in accordance with data protection requirements.

# COMPLAINTS PROCEDURE

## PUBLISHED CONTACT DETAILS FOR COMPLAINTS:

Written complaints should be sent to Potts Gray Management Company Limited at South Shields Business Works, Henry Robson Way, South Shields, Tyne and Wear NE33 1RF or by email at [info@pottsgray.co.uk](mailto:info@pottsgray.co.uk)

Verbal complaints may be made by telephone to 03300 104 188 or in person to any member of Potts Gray.

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## RECEIVING COMPLAINTS

We may receive complaints through the specified channels or through any other contact details or opportunities the complainant may have:

Complaints received by telephone or in person must be recorded.

The person recording this complaint must:

- Note the facts of the complaint
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to Potts Gray
- Inform the complainant that we have a complaints procedure, inform them of the next steps and time scales for a response to the complaint made.
- Where appropriate we must ask for a written account of the complaint so that this can be recorded in the complainants own words.

Further guidelines regarding handling of verbal complaints, please see Appendix 1

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## RESOLVING COMPLAINTS

### STEP ONE

In most cases a complaint is best resolved by the person responsible for the issue which is the source of the complaint. If the complaint has been received by this person then it may be possible to resolve it swiftly and should do so if possible and appropriate.

Whether or not the complaint has been resolved the complaint should be passed to the complaints handler within one week. On receiving the complaint, the complaints handler will record the information on the complaints log. If the complaint has not been resolved, the matter will be addressed by an appropriate member of staff who will fully investigate this and take the appropriate action.

If a complaint relates to a specific member of staff they will be given the appropriate opportunity to respond.

Complaints will be acknowledged by the person handling the

complaint within 7 days. The acknowledgement will confirm who is dealing with the complaint and when the complainant will receive a response. A copy of the complaints procedure should be attached.

A complainant should receive a final response within four weeks. If this is not possible due to the matter needed further investigation, a progress report should be issued and indicate when a final response can be expected.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation and any necessary action to be taken as a result of the complaint.

### STAGE TWO

If the complainant feels that the issue has not been satisfactorily resolved, they can request that the complaint is escalated and reviewed at senior level, within Potts Gray.

The request for the complaint to be escalated should be acknowledged within one week of receiving it. This acknowledgement should say who will be dealing with it and when they can expect a response. At this stage the facts of the complaint may be investigated further. This may involve reviewing the paperwork of the case and speaking with the person who initially investigated within stage one of the process. If the complaint is one that relates to a specific person they will be given further opportunity to respond.

The initial complaint handler will be kept up to date with the progress.

Again, a complainant should receive a final response within four weeks. If this is not possible due to the matter needed further investigation, a progress report should be issued and indicate when a final response can be expected.

Whether a complaint is upheld or not, the response to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation and any actions taken as a result of the complaint.

The decision taken at stage two is final unless it is deemed appropriate to seek external assistance with the resolution from such independent bodies as The Ombudsman Services: Property. Should you wish to escalate your complaint in this way, please find the appropriate details below:

[www.ombudsman-services.org](http://www.ombudsman-services.org)

**Telephone:** 0330 440 1634

**Fax:** 0330 440 1635

**Email:** [enquiries@os-property.org](mailto:enquiries@os-property.org)

Ombudsman Service: Property  
PO Box 1021  
Warrington  
WA4 9FE

From time to time it may be necessary to vary the complaints procedure. This may be necessary to avoid any conflicts of interest, for example, a complaint received about a member of staff should not be investigated by that same person.

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## MONITORING COMPLAINTS

It is Potts Gray's policy to review all complaints received on a regular basis to identify and trends which may indicate further action needed to address the issues.

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## GUIDANCE NOTES FOR HANDLING COMPLAINTS

- Always remain calm and conduct the conversation in a respectful manner
- Listen- always allow the person to talk about the complaint in their own words. This may sometimes allow the person to 'let off steam' and help to resolve the complaint quickly.
- Don't debate the facts at this stage, especially if the person has become angry or upset by the situation.
- Always show an interest in the matter
- Always obtain details of the complaint before requesting personal details.
- Seek clarification where necessary which helps to act appropriately and shows you are wanting to obtain full details.
- Summarise and reflect which shows you are actively listening and taking note of the conversation and understanding the matter.

- Acknowledge the person's feelings and point of view.
  - Give an apology on behalf of the company if this is necessary.
  - Ask the person what their ideal outcome would be to resolve matters. This may help to resolve the matter more quickly.
  - Be clear about the next steps and timescales.
  - Don't promise things which may not be appropriate or realistic.
  - If requests can't be met, confirm why with clear and valid reasons.
  - Make sure the person understands what they are being told.
  - Where appropriate, inform the person of the available channels of review or appeal, such as stage two and the Ombudsman Service: Property.
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## RESPONSIBILITY

Overall responsibility for this policy and its implementation lies with the Directors of Potts Gray Management Company Limited.

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## REVIEW

This policy is reviewed regularly and updated as required and in line with industry standards.

**Adopted on:** 27th July 2011

**Reviewed on:** 08th November 2016



**POTTS GRAY**

PROPERTY MANAGEMENT

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## REGISTERED OFFICE

Potts Gray Management Company Ltd is registered in England & Wales at South Shields Business Works, Henry Robson Way, South Shields NE33 1RF. Company number: 07719922.

[www.pottsgray.co.uk](http://www.pottsgray.co.uk)

