



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.

As the agent responsible for appointing any contractor to work

on the Communal area of your estate, should any complaint you have be in relation to a contractor, we will investigate this with the same level of investigation as any other complaint relating to Potts Gray.

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

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

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

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 complainant's own words.

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

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 complaint's 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 28 days. 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. A final response should be provided within 8 weeks of the initial complaint.

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.

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 Ombudsmen without charge.

Should you wish to escalate your complaint in this way, please find the appropriate details below:

www.ombudsman-services.org

Telephone: 0330 440 1634

Fax: 0330 440 1635

Email: enquiries@os-property.org

Ombudsman Service: Property

PO Box 1021

Warrington

WA4 9FE

You may also wish to seek independent advice from bodies such as LEASE or Citizens Advice. In certain circumstances the use of mediation may be used to try to remedy the dispute between yourself and Potts Gray. This would be conducted by an external person and the outcome would be agreed by both parties. PLEASE NOTE THAT THIS IS NOT AN ALTERNATIVE TO THE PORPERTY OMBUDSMEN AND ANY COSTS INCURRED WOULD BE PAYABLE BY BOTH PARTIES.

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.

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.

RESPONSIBILITY

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

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

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

