



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 your 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.

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 resolved swiftly 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 they have not received the level of service expected from Potts Gray Management Company Limited.

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

HOW CAN YOU MAKE A COMPLAINT?

Verbal complaints may be made by telephone to (0191) 430 1999 or in person to any member of Potts Gray Management Company Limited.

Please address all formal complaints to the following address:

Potts Gray Management Company Limited
172-174 Albert Road
Jarrow
Tyne and Wear
NE32 5JA

Or email to: info@pottsgray.co.uk

CONFIDENTIALITY

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

COMPLAINTS PROCEDURE

HOW WILL WE DEAL WITH YOUR COMPLAINT?

Complaints received by telephone or in person must be recorded as all complaints will be treated with the same level of consideration.

The person recording the complaint will:

- Note the facts of your complaint.
- Record the full contact details including your full name, address and telephone number.
- Record the relationship of the yourself with Potts Gray Management Company Limited.
- Inform you of the company complaints procedure and where on our website this can be located.
- Inform you of the next steps and the time scales for receiving a response to your complaint.
- Where appropriate we will ask you for a written account of the complaint so that this can be recorded in your own words.

HOW WILL WE RESOLVE YOUR COMPLAINT?

STAGE 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 the complaint has been resolved or not, it must be immediately passed to the assigned handler to assess.

We will then record the issue and acknowledge your complaint in writing within 7 days. The acknowledgment will confirm who is dealing with the complaint and when you will receive a final response. A copy of the complaints procedure will be included.

You will then receive a final response within 4 weeks. If it is not possible to provide a final response within this time due to the matter needing further investigation, we will confirm the progress of the complaint and a final response must then be provided within a further 4 weeks.

We will always confirm the action taken to investigate your complaint, the conclusions we have drawn and any necessary actions taken as a result of the complaint.

STAGE TWO

If you feel that the issue has not been satisfactorily resolved, you can request that the complaint is escalated to senior level within Potts Gray.

The request for the complaint to be escalated will be acknowledged in writing within 1 week of receiving it. This will confirm who will be dealing with it and confirm when you will receive 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 that looked at the complaint at stage one.

Again, you will receive a final response within 4 weeks. If it is not possible to provide a final response within this time due to the matter needing further investigation, we will confirm the progress of the complaint and a final response must then be provided within a further 4 weeks.

Whether the complaint is upheld or not, your final response We will always confirm the action taken to investigate your complaint, the conclusions we have drawn and any necessary 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. Should you wish to escalate the complaint in this way, please find the appropriate details below which are also provided in the final response letter:

Ombudsman Service: Property
PO Box 1021
Warrington
WA4 9FE

Or email to: enquiries@os-property.org

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 any trends which may help us to improve the way we do things.

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 3rd Floor Marthas Vineyard,
Prince Consort Road, Hebburn, Tyne and Wear, NE31 1BE. Company number: 07719922.

www.pottsgray.co.uk

