

# *Complaints guide*



## Introduction

At Grainger we welcome all complaints and see them as:

- An opportunity to put things right;
- A means to strengthen our customer brand and customer loyalty;
- A way to learn what works and what doesn't;
- Important feedback which we can use to improve.

### Our policy is:

- To provide a fair complaints procedure which is clear and 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;
- To make sure everyone at Grainger knows what to do if a complaint is received;
- To make sure all complaints are investigated fairly and in a timely manner;
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired;
- To gather information which helps us to improve what we do.

## How we define a complaint

A Complaint is any expression of dissatisfaction made to Grainger by a Customer to the effect that we or our associated people have failed in some way in our services or the manner in which we have dealt with an issue.

This means that when any Customer who comes into contact with Grainger makes a statement that they feel we have failed in some way, something we have or have not done is unsatisfactory or unacceptable, whether justified or not, and they require a response from us, this will be treated as a complaint.

Dissatisfaction is a matter of perception. It includes where we are perceived to have failed to fulfil our promises, or meet expectations. An issue such as a boiler breaking down may or may not lead to a complaint but in itself is not. However, where we fail to respond to a telephone call promptly about the breakdown or fail to return a call as promised, this is more likely to be considered a complaint.

Other examples of complaints (included but are not limited to):

- The quality of a service provided has been poor e.g. unresolved property repair issues or the standard of a repair carried out;
- Dissatisfied with Grainger as it has provided the wrong information or no information;
- Unhelpful staff or third parties for whom Grainger is responsible for example Managing Agents or Contractors;
- Building safety concerns not addressed in a timely manner

## What good complaint handling means to us:

- Getting it right – complaints are valued as an opportunity to put things right, ensuring lessons are learnt and ensuring staff are empowered to act decisively to resolve complaints.
- Being customer focused – taking complaints seriously, having clear and simple procedures, ensuring complaint handling arrangements are easily accessible, avoiding unnecessary delays and communicating in a way that is easy to understand.
- Focusing on the outcomes – identify and implement any improvements highlighted as part of the complaint investigation.

## Making a complaint

If you have a complaint or a concern including any relating to building safety you have a number of options to contact us:

- a. Email: **feedback@graingerplc.co.uk**
- b. Telephone or email your Property Manager or Property Administrator or Resident Services Team;
- c. Write to the following:

**Customer Care Manager  
Grainger Plc  
Citygate  
St James Boulevard  
Newcastle upon Tyne  
NE1 4JE**

If you have a complaint relating to personal data, please contact our GDPR owner via:

- a. Email: **enquiries@graingerplc.co.uk**
- b. Write to the following:

**GDPR Owner  
Grainger Plc  
Citygate  
St James Boulevard  
Newcastle upon Tyne  
NE1 4JE**

## Our six steps to resolution

1

Listened to and understood.

2

Your complaint/concern will be acknowledged within 7 days.

3

We will look to resolve in a timely and efficient manner.

4

Where we are unable to, the complaint will be investigated thoroughly by an impartial person.

5

Where an impartial investigation has been undertaken a written response will be provided within 28 days. Where this is not possible, an update will be provided. A final response will be made within 8 weeks of receipt of the complaint.

6

If you do not receive a full response within 8 weeks, or if you remain dissatisfied with the final response received, you can refer your complaint to the relevant Redress Scheme, Dispute Resolution Service or Regulator. Details of each are overleaf.



## Contact details:

### Grainger Plc

Citygate  
St James' Boulevard  
Newcastle upon Tyne  
NE1 4JE

**T** +44 (0) 191 261 1819

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3 More London Riverside  
London  
SE1 2AQ

**T** +44 (0) 207 940 9500

**F** +44 (0) 207 940 9501

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

@graingerplc

### For Consumer Complaints:



Property Redress Scheme  
Premiere House  
1st Floor  
Elstree Way  
Borehamwood  
WD6 1JH

**T** 0333 321 9418

**E** [info@theprs.co.uk](mailto:info@theprs.co.uk)

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### For Commercial Complaints:

RICS Dispute Resolution Service  
Surveyor Court  
Westwood Way  
Coventry  
CV4 8JE

**T** 020 7334 3806

**E** [drs@rics.org](mailto:drs@rics.org)

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### For Building Safety Complaints:

Building Safety Regulator <https://www.gov.uk/guidance/contact-the-building-safety-regulator>

**T** 0300 790 6787

*Rent well. Live well.*

**grainger**