

Complaints guide



Rent well. Live well.

Our commitment to complaints handling

At Grainger, we're dedicated to providing a complaints service that works effectively, treats everyone fairly, and is a vital element of our customer service approach.

As members of key regulatory bodies (Grainger Plc belongs to the Property Redress Scheme, while Grainger Trust is registered with the Housing Ombudsman Service as a For Profit Regulated Provider of Affordable Housing), we take our responsibility to deliver fair and impartial service seriously.

We see complaints as valuable opportunities to:

- Fix problems when they occur
- Build stronger relationships with our customers
- Understand what's working and what isn't
- Collect essential feedback that helps us improve.

Our policy is to:

- Provide a fair complaints process which is clear and easily accessible for anyone wishing to make a complaint
- Ensure multiple channels of access are available
- Publicise the existence of our complaints process so people know how to contact us
- Ensure all Grainger and Grainger Trust team members know what to do if a complaint is received
- Investigate all complaints fairly and professionally, adhering to the Chartered Institute of Housing's Professional Standards expectations and in line with the clear timeframes set out with in the Housing Ombudsmans Services Complaints Handling Code (CHC), and where applicable Property Redress expectations
- Take collective responsibility for shortfalls and working collectively with employees, customers and key stakeholders to drive continuous improvement in service delivery.

What is a complaint?

A complaint is an expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by Grainger and Grainger Trust, our team members, or those acting on our behalf, affecting an individual customer or group of customers.

Examples include:

- Inadequate quality of service (e.g., unresolved property repair issues)
- Incorrect information provided or failure to respond
- Unhelpful Grainger team members or contractors
- Failure to follow our policies and procedures
- Building safety concerns not addressed promptly

How to make a complaint

You can make a complaint in whatever way is most convenient for you:

	Grainger	Grainger Trust
Email:	feedback@graingerplc.co.uk	Gtrust@graingerplc.co.uk
Phone:	Contact your local Grainger Plc or Grainger Trust onsite team or your Property Manager	
App:	Use the dedicated form in the Service Request area of the My Grainger App (Rental customers only - not currently available to shared owners)	
In person:	To any member of our team	
Post:	Customer Care Manager Grainger Plc Citygate St James Boulevard Newcastle upon Tyne NE1 4JE	Complaints Officer Grainger Trust Limited Smith Dorrien House Queens Avenue Aldershot GU11 2BT

At any time access the support available from the Housing Ombudsman Service (for Grainger Trust) or Property Redress (for Grainger Plc).

Our quick guide to complaints resolution

Stage 1 Initial complaint

1

Acknowledgement

We'll acknowledge your complaint within 5 working days and let you know who will be investigating it.

2

Understanding

We'll contact you to discuss your complaint and understand what outcome you're looking for.

3

Investigation

Your complaint will be investigated fairly and professionally by our dedicated team.

4

Response

We'll provide a full response within 10 days. If we need more time, we'll let you know why and when you can expect a response

5

Resolution

We'll work to resolve your complaint at the earliest opportunity and keep you updated on any actions we're taking.



Our quick guide to complaints resolution continued

Stage 2

Complaint review

1

Request a review

If you're not satisfied with our Stage 1 response, you can ask for your complaint to be escalated within 30 days of receiving the Stage 1 response.

2

Senior review

Complaint review: The person considering the complaint at stage 2 will not be the same person that considered the complaint at stage 1.

3

Final response

We'll provide a final response within 20 days.

Beyond Stage 2

If you have escalated a Complaint through the stages detailed above and the issue has still not been resolved to your satisfaction, you have the option to refer to the Housing Ombudsman Service. At any time or if you have escalated a complaint through both stages you can access the support available to escalate further from the Housing Ombudsman Service (for Grainger Trust) or Property Redress (for Grainger Plc).



Our commitment to good complaint handling

Good complaint handling means:

- **Getting it right** – Valuing complaints as an opportunity to put things right, ensuring lessons are learnt and empowering our team 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 outcomes** – Identifying and implementing improvements highlighted through complaint investigations, removing wastage by improving processes, and creating a positive impression.

External resolution

If you remain dissatisfied after our final response, or if you don't receive a full response within the timeframes, you can refer your complaint to:

For Consumer Complaints:

Grainger Trust

Housing
Ombudsman Service

Housing Ombudsman Service
PO Box 1484
Unit D
Preston
PR2 0ET

T 0300 111 3000

E info@housing-ombudsman.org.uk

W housing-ombudsman.org.uk

Grainger Plc

 **Property
Redress**

Property Redress
Limelight
1st Floor Studio
3 Elstree Way
Borehamwood
Hertfordshire
WD6 1JH

T 0333 321 9418

E info@theprs.co.uk

For Commercial Complaints:

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

T 020 7334 3806

E drs@rics.org

For Building Safety Complaints:

Building Safety Regulator

W gov.uk/guidance/contact-the-building-safety-regulator

T 0300 790 6787

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grainger