

Grainger plc 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.

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.
- Focus on the outcomes – identify and implement any improvements highlighted as part of the complaint investigation.

Making a complaint

If you have a complaint you have a number of options:

- a. Email: feedback@graingerplc.co.uk
- b. Telephone or email your Property Manager or Property Administrator;
- c. Write to the following:
 - Customer Care Manager
 - Grainger Plc
 - Citygate
 - St James Boulevard
 - Newcastle upon Tyne
 - NE1 4JE

Our six steps to resolution



Grainger's Values

As a responsible business, we take a long-term approach to what we do. We are proud to be and committed to continuing as the leader in the residential property sector.

This means...

We are always striving to be the best, whether it's improving how we do things or finding new opportunities that give us the edge in the residential market.

Our expertise is the key to our success, creating confidence in both ourselves and others. At the heart of all this is a mutual respect, whether it is for colleagues, customers, competitors, communities or our clients.



Grainger plc

Citygate
St James' Boulevard
Newcastle upon Tyne
NE1 4JE

T: +44 (0) 191 261 1819

3rd Floor East Building
1 London Bridge
London
SE1 9BG

T: +44 (0) 207 940 9500

F: +44 (0) 207 940 9501

info@graingerplc.co.uk
www.graingerplc.co.uk
[@graingerplc](#)



For Consumer Complaints:
Ombudsman Services: Property
P.O. Box 1021
Warrington
Cheshire
WA4 9FE
T: 0330 440 1634
E: enquiries@os-property.org

For Commercial Complaints:
RICS Dispute Resolution Service
Surveyor COurt
Westwood Way
Coventry
CV4 8JE
T: 020 7334 3806
E: drs@rics.org