



# Complaints Procedure

Part of Clarion Housing Group

# Grange Complaints Procedure

Grange Management is a subsidiary of the Clarion Housing Group and our aim is to provide a quality and affordable service to you all of the time. We do understand, however, that sometimes there are circumstances when our service does not meet expectations.

This leaflet describes the stages of our complaints procedure and how to contact us if you have a complaint.

We want to make sure that when things go wrong they are dealt with quickly, efficiently and fairly. Your views are important to us. If you have a problem with the service you have received, we want you to tell us about it so we know how to improve.

## Privacy Statement

We are committed to protecting your privacy. We will only use the information that we collect about you lawfully (in accordance with the Data Protection Act 1998). The information which you supply to us will be treated confidentially and only used for the administration of your account. We may share this information with partner organisations (for example contractors, local authorities etc) but only in relation to services that are provided to you.

## The purpose of this leaflet is to explain:

- What is meant by a complaint
- What to do if you want to make a complaint
- What happens if you are unhappy with our decision
- What is not covered by our complaints procedure

## What is a complaint?

- Where we have failed to provide, or there has been a delay in providing a service to you
- Where we have failed to follow, or have been unfair or inconsistent, in applying our policies or procedures
- Where we have failed to keep you informed, through lack of or insufficient information
- Where there has been inappropriate behaviour or attitude from our staff
- If you are in any way unhappy about the way we have delivered a service.

## How do I make initial contact?

Grange manages three different types of property portfolio; retirement, residential and commercial.

To make a complaint, the first point of contact will depend on which portfolio you fall into:

- If you are a leaseholder from a **retirement scheme**, in the first instance please contact your *Scheme Manager* (if applicable) or *Regional Manager*
- If you are a leaseholder or freeholder from a **residential estate or block**, in the first instance please contact your *Property Manager*
- If you are a **commercial tenant** from our retail or office portfolio, in the first instance please contact our *Client Relationship Manager*

If you are unsure of who to contact, please get in touch with a member of our Head Office team who will be able to advise you.

Our switchboard number is **01483 411770** or you can email us at **info@grangemanagement.com**

If you wish to make a complaint against a member of Grange staff, we take this very seriously and assure you it will be dealt with in a confidential manner and ask that you make contact with our Office Manager. They will ensure this is dealt with by a member of our management team.

If you are a retirement or residential resident and have a sub-let arrangement with your landlord, you will need to contact your landlord in order for them to start the complaints process on your behalf.

We will try to resolve your complaint as soon as we can by letter, email, telephone call or a meeting.

If you are dissatisfied with the response from your initial contact, your complaint can go to Stage 1 of our **Formal Complaints Process** detailed overleaf.

## Formal Complaints Process Stage 1

When we receive a formal complaint, it will be logged with our Head Office and **you will receive an acknowledgement within five working days** (Monday to Friday) from the date of receipt.

### You can contact us by:

- completing and returning the form in this leaflet (page 7.)
- email
- letter to our correspondence address
- telephone

All our contact information can be found on page 6.

A member of our management team will look into your complaint and may arrange to meet with you to discuss it in further detail. You can ask someone to represent you at this meeting.

You may also be offered mediation at this stage. Mediation is where an impartial, independent mediator facilitates communication between us to look at ways of resolving difficulties. Mediation is voluntary and confidential and must be agreed by all parties.

You will receive a full written response **within 10 working days** from the date we received your complaint or the date of the meeting, if there has been one.

## Formal Complaints Process Stage 2

If you feel you have not received a reasonable response to your complaint under Stage 1, your complaint will be passed to a Director as a final appeal stage.

Depending on how complicated the complaint is, we will try to complete Stage 2 **within 20 working days** of your request. Our Director will decide whether or not to uphold your complaint and will write to you with details of their decision.

## How can I get independent help or appeal the decision?

We aim to solve your complaint as quickly as possible to your full satisfaction. However, if having completed Stage 2 of our Formal Complaints Process you are still unhappy with our decision, there are independent organisations who can help you.

### **The Property Ombudsman Service**

Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP  
T: 01722 333306  
[www.tpos.co.uk](http://www.tpos.co.uk)



If you live on a retirement scheme, the **Association of Retirement Housing Managers (ARHM)** may consider your complaint. They can be contacted at:

### **ARHM**

c/o EAC, 3rd Floor  
89 Albert Embankment  
London SE1 7TP  
T: 020 7463 0660  
E: [enquiries@arhm.org](mailto:enquiries@arhm.org)  
[www.arhm.org](http://www.arhm.org)

Our commercial portfolio can contact the **Royal Institute of Chartered Surveyors (RICS)** mediation service at:

### **RICS**

12 Great George Street  
Parliament Square  
London SW1 P 3AD  
T: 024 7686 8555  
E: [contactrics@rics.org](mailto:contactrics@rics.org)  
[www.rics.org](http://www.rics.org)

### **Please note:**

Grange does not accept liability for any fees incurred through third party mediation services.

## What does the complaints procedure not cover?

- Matters being dealt with by The Property Ombudsman, liability claims, or where legal action has begun
- Anything that happened over a year ago, unless you have only recently become aware of the situation
- Neighbourly disputes where there is no breach of lease
- Complaints from residents who have a sub-let arrangement with their landlord
- Instances where you disagree with our policies and procedures. We do, however, welcome your views and you can share these with us

## How do I make my complaint?

There are a number of ways you can contact us:

- By returning the completed form or by letter to our correspondence address:  
**FAO Office Manager  
The Mill, Abbey Mill Business Park, Lower Eashing, Godalming, Surrey GU7 2QJ**
- By email to **info@grangemanagement.com**
- By telephone to our Head Office on **01483 411770**
- Please note this form is also available to download on our website **www.grangemanagement.com**

This leaflet is available in large print or audio upon request. For information on interpreting and translation services, please contact our head office.

# Formal Complaint Form (Stage 1)

**Name**

**Address**

  
  

**Telephone**

**Email**

**Please give full details of your complaint and what you would like us to do.**

*Continue on a separate sheet if necessary.*

  
  
  
  
  
  
  
  
  

*I am dissatisfied with the response from my initial contact and I wish to enter into the formal complaints procedure at Stage 1.*

**Signed**

**Date**

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Lined area for notes or comments.

**Please return for the attention of the Office Manager at:**  
Grange Property Management, The Mill, Abbey Mill Business Park,  
Lower Eashing, Godalming, Surrey GU7 2QJ