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## COMPLAINTS HANDLING PROCEDURE

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### 1. Definitions and Interpretation

1.1 In this Complaints Handling Procedure the following expressions have the following meanings:

<b>"Business Day"</b>	means, any day (other than Saturday or Sunday) on which ordinary banks are open for their full range of normal business at Darby Grange, Lynderswood London Road, Braintree Essex CM77 8QN;
<b>"Complaint"</b>	Means a complaint about our services, about Our customer service.
<b>"Complaints Policy"</b>	means our customer complaints policy, available from Darby Grange, Lynderswood London Road, Braintree Essex CM77 8QN;
<b>"Complaint Reference"</b>	means a unique code assigned to a Complaint that will be used to track that Complaint;
<b>"Customer"</b>	means a customer of ours and includes potential customers (no purchase necessary);
<b>"Decision Letter"</b>	means a letter informing a Customer of the outcome of their Complaint;
<b>"External Resolution"</b>	means the referral of a Complaint to an external body or organisation for resolution by a Customer if that Customer is not satisfied with the outcome of this Complaints Handling Procedure;
<b>"Investigation Report"</b>	means a report detailing the investigation of a Complaint;
<b>"Resolution Action"</b>	Means the available actions to be taken in response to a Complaint as detailed in Section 6.

### 2. What this Complaints Handling Procedure Covers

2.1 This Complaints Handling Procedure applies to Complaints pertaining to the provision of services by us.

2.2 For the purposes of this Complaints Handling Procedure, any reference to us, Grange Property Services also includes our employees.

2.3 Complaints may relate to any of Our activities and may include (but not be limited to):

2.3.1 The quality of Our customer service;

2.3.2 The behaviour and/or professional competence of Our employees

2.4 The following do not constitute Complaints. Customers raising such questions or matters should be addressed accordingly:

2.4.1 General questions about our services;

2.4.2 Matters concerning contractual or other legal disputes;

- 2.4.3 Formal requests for the disclosure of information including, but not limited to, those made under applicable legislation;

### 3. **Receipt and Recording of Complaints**

- 3.1 Customers may make Complaints using any of the following methods:
  - 3.1.1 In writing, addressed to Fiona Waugh at Darby Grange, Lynderswood London Road, Braintree Essex CM77 8QN
  - 3.1.2 By email, addressed to Fiona Waugh at [fiona@grangeproperty.co.uk](mailto:fiona@grangeproperty.co.uk)
- 3.2 Upon receipt of Complaints, the following steps shall be taken 10 Business Days:
- 3.3 All Complaints shall be given a Complaint Reference and the investigation thereof shall begin within 10 Business Days.
- 3.4 All Complaints shall be acknowledged in writing within 20 business days of receipt. The acknowledgement shall inform the Customer of their Complaint Reference, by whom their Complaint is to be handled, and shall include copies of Our Customer Complaint Policy and this Complaints Handling Procedure.

### 4. **Complaint Information**

- 4.1 Customers are advised in Our Complaints Policy that the following information should be provided in as much detail as is reasonably possible when making a Complaint:
  - 4.1.1 The Customer's name, address, telephone number and email address, indicating any preferred method of communication;
  - 4.1.2 If the Customer is being represented by a third party, the information set out in Section 4.1.1 should be provided in reference to both parties;
  - 4.1.3 If the Complaint relates to a particular transaction, give reference;
  - 4.1.4 Further details of the Complaint including, as appropriate, all times, dates, events, and people involved;
  - 4.1.5 Details of any documents or other evidence on which the Customer wishes to rely in support of the Complaint;
  - 4.1.6 Details of how the Customer would like Grange Property Services to resolve the Complaint. Whilst we undertake to make all reasonable efforts to accommodate such requests, however, we are not bound to take any action beyond that which we may be contractually or otherwise legally obliged to take.
- 4.2 If the information detailed in Section 4.1 is missing, insufficiently detailed, or incomplete, the Customer should be contacted within 10 Business Days, requesting further information.

### 5. **Complaints Handling**

- 5.1 The following staff members are eligible to handle Complaints:
  - Fiona Waugh, Managing Director
  - Andrew Waugh – Company Secretary
- 5.2 Upon receipt of a Complaint, the Complaint shall be considered and a decision made within 30 Business Days whether to:
  - 5.2.1 Investigate the Complaint fully if it is considered to be valid, in which case the procedure should resume from Section 5.3; or

- 5.2.2 Dismiss the Complaint if it is considered to be invalid, in which case the Customer shall be informed of the decision in writing 10 Business Days.
- 5.3 Subject to delays arising from circumstances beyond the reasonable control of the staff member handling the Complaint (including, but not limited to, delays in other persons responding to communications), Complaints shall be fully investigated and decided upon and a Recommendation made within 30 Business days.
- 5.4 If the Complaint relates to (a) particular employee(s) (a “Complainee” or “Complainees”), the Complainee(s) in question shall be informed of the Complaint and meetings shall be arranged as required to discuss the Complaint. In such cases, the Complainee(s) should not, under any circumstances, contact the Customer directly regarding the Complaint. If the Customer contacts the Complainee(s) directly regarding the Complaint (which they are requested not to do in our Complaints Policy), the Complainee(s) should respectfully refuse to discuss the matter, referring the Customer to Section 5.4 of Our Complaints Policy. Any such contact should be reported to the staff member handling the Complaint.
- 5.5 If additional information or evidence in support of the Complaint is required, the Customer shall be contacted using the Customer’s preferred method of communication, stating clearly what information or evidence is required. Customers should be respectfully reminded that any delay in their response to such a request may delay the resolution of their Complaint, as per Section 5.5 of Our Complaints Policy.
- 5.6 If a Customer is unable or unwilling to provide information or evidence requested under Section 5.5, reasonable endeavours shall nevertheless be used to resolve the Complaint. If, however, it is not possible to uphold the Complaint in the absence of the requested information or evidence, the Complaint may be closed and the Customer informed of the outcome in accordance with Sections 5.9 to 5.12.
- 5.7 The Complaint shall be examined and evaluated, taking full account of all relevant statements, information, evidence and circumstances. Full objectivity and fairness shall be maintained at all times.
- 5.8 Subject to the exceptions in Section 5.8.1, during the investigation of the Complaint, all records, information, that may be necessary to enable an impartial and thorough investigation shall be made available.
- 5.8.1 Access to the following records and/or information is restricted and shall require the authorisation of the Complaints Handler
- 5.9 Following examination of the Complaint, a decision shall be reached within the time period set out in Section 5.3 (subject to the exceptions noted therein). Resolution Actions that may be chosen are set out in Section 6.
- 5.10 Once a decision has been approved or a final decision made under Section 5.9, an Investigation Report and Decision Letter shall be sent to the Customer by first class post or by email, as appropriate. Decision Letters shall set out the decision and the Resolution Action(s).
- 5.11 If a delay either occurs or is considered likely to occur at any stage of this procedure, the Customer should be informed using his or her preferred communication method. The Customer should be informed of the length or likely length of the delay and the reasons therefor.

## 6. Resolution Actions

When handling Complaints the following Resolution Actions may be selected, as appropriate to the facts and circumstances of a Complaint:

- 6.1 Refer to The Property Redress Scheme

## 7. External Resolution

7.1 As **Grange Property Services** is a member of The Property redress Scheme, Customers have the right to seek External Resolution of Complaints from that organisation if they are not satisfied with the outcome resulting from this Complaints Handling Procedure.

7.2 The property Redress Schemes handles any and all such referrals in accordance with their Policies and Procedures. The appropriate representative(s) of The property redress Scheme may require contact with **Grange Property Service** and may require access to documents and information pertaining to a Complaint in the event that a Customer refers their Complaint for External Resolution. Any and all such interactions between Property Redress Scheme and us. Any and all requests made by Property Redress Scheme for evidence or information, whether written or oral, shall be answered without undue delay.

## 8. Implementation of Resolution Actions

Upon the conclusion of a Complaint, the Resolution Action(s) settled upon shall require implementation in a timely manner. Responsibility for the implementation of Resolution Actions ultimately lies with Fiona Waugh or Andrew Waugh

## 9. Recording of Resolution Actions

9.1 Upon the conclusion of a Complaint and the implementation of the applicable Resolution Action.

## 10. Confidentiality and Data Protection

10.1 All Complaints, Appeals, evidence and other information gathered, held and processed under this Complaints Handling Procedure shall be treated with the utmost confidence at all times. In the event that the details of a Complaint are to be used for training or quality improvement purposes.

10.2 All personal information collected by us (including, but not limited to, Customers' names and contact details) shall only be collected, used and held in accordance with the provisions of UK data protection law (including but not limited to the UK GDPR, the Data Protection Act 2018, and the Privacy and Electronic Communications Regulations 2003) and Customers' rights thereunder, as set out in Our Privacy Notice [grangeproperty.co.uk](http://grangeproperty.co.uk)

## 11. Procedure Review and Responsibility

11.1 Overall responsibility for this Complaints Handling Procedure and the implementation thereof lies with **Fiona Waugh – Managing Director**

11.2 This Complaints Handling Procedure shall be reviewed regularly at intervals of not more than annually and shall be updated as required.

11.3 This Complaints Handling Procedure was adopted on 1<sup>st</sup> May 2024

11.4 This Complaints Handling Procedure was last reviewed on 1<sup>st</sup> May 2024.