
Graysons Properties

Complaints Handling Policy

Graysons Properties take complaints very seriously and try to ensure that all our customers, clients and residents are pleased with their experience of our service. When we receive a complaint, it is dealt with courteously and promptly so that the matter is resolved as quickly as possible. This procedure is based on these objectives.

Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled. We learn from every mistake that we make, and we respond to customers' concerns in a caring and sensitive way.

1. The person responsible for dealing with any complaint about the service which we provide is Mr Ricky Sehgal.
2. If an individual complains on the telephone, we will listen to their complaint and offer to refer him or her to Ricky Sehgal immediately. If Ricky Sehgal is not available at the time, then the complainant will be informed when they will be able to talk to Ricky Sehgal and arrangements will be made for this to happen. The member of staff will take brief details of the complaint and pass them on. If we cannot arrange this within a reasonable period or if the person does not wish to wait to discuss the matter, arrangements will be made for someone else to deal with it.
3. If the tenant complains in writing the letter will be passed on immediately to Ricky Sehgal.
4. If a complaint is about any aspect of safety or associated charges it will normally be referred to the Directors, Ms Magdalena Gajos – Docherty, Mr Akash Ghai or Mr Deepinder Somal.
5. We will acknowledge the complaint in writing and enclose a copy of this code of practice as soon as possible, normally within 7 working days. We will seek to investigate the complaint within ten working days of receipt to give an explanation of the circumstances which led to the complaint. If the individual does not wish to meet us, then we will attempt to talk to them on the telephone. If we are unable to investigate the complaint within ten working days, we will notify the individual,



giving reasons for the delay and a likely period within which the investigation will be completed.

6. We will confirm the decision about the complaint in writing immediately after completing our investigation.
7. Comprehensive records are kept of any complaint received.
8. If tenants are not satisfied with the result of our procedure, then a complaint may be made to The Property Services Ombudsman.