Quick Guide Complaints

Note: *When using this quick guide, it is assumed that you have completed the full complaints training as part of your induction training, or training through the operational training programme carried out annually. This guide is a quick guide for referral and help when raising a complaint.*
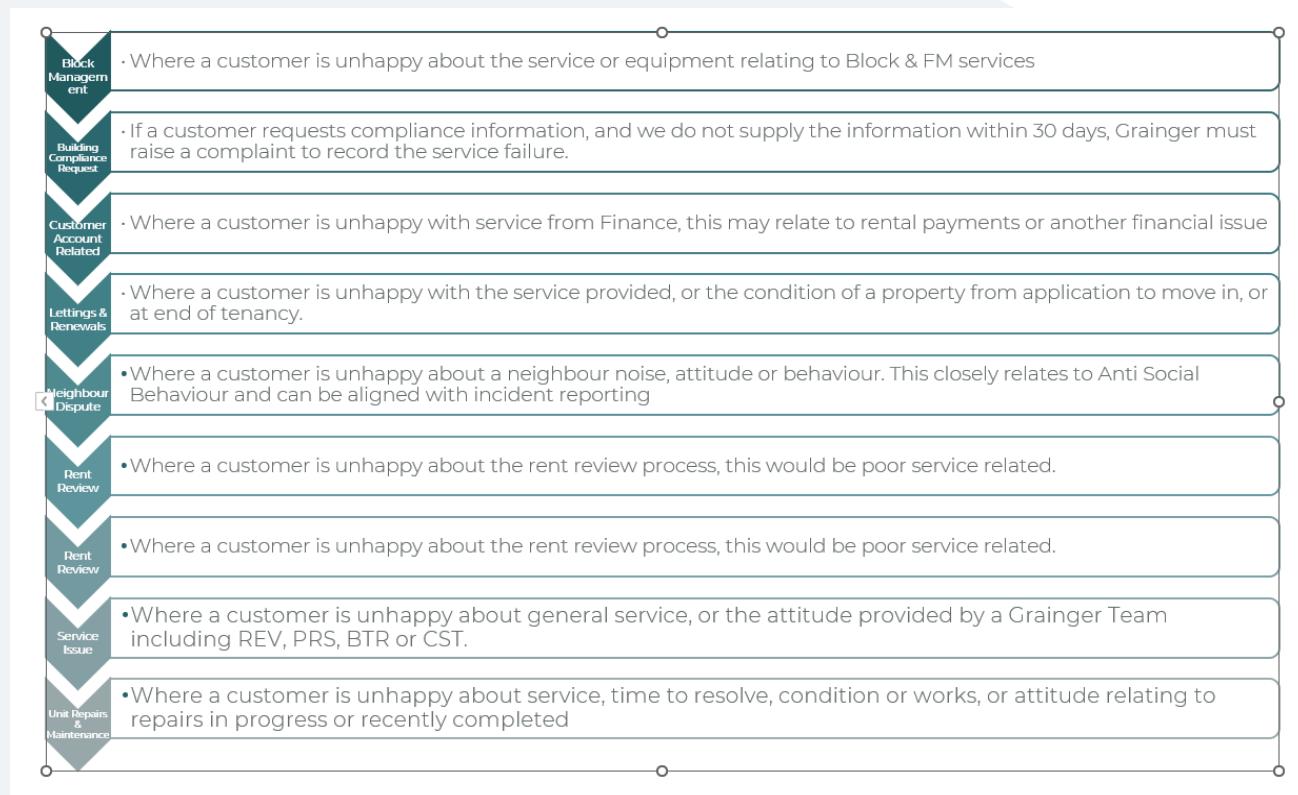
Grainger have strict guidelines when dealing with a complaint, the metrics are reported monthly to Senior Management with the KPIs linked to individuals' performance targets. Compulsory Questions on the tasks need to be completed as part of the complaint before it can be closed.

We must respond to the customer in writing to acknowledge the complaint within 4 Days.

Our target is to agree a resolution with the customer within 15 Days (with a stretch target of 13 days)

A Complaint will either be raised in person, by email, website, or phone. Complaints can also be raised through the My Grainger App which creates an unauthorised task directly in Evolution.

Complaint Categories

Category	Description
Block Management	· Where a customer is unhappy about the service or equipment relating to Block & FM services
Building Compliance Request	· If a customer requests compliance information, and we do not supply the information within 30 days, Grainger must raise a complaint to record the service failure.
Customer Account Related	· Where a customer is unhappy with service from Finance, this may relate to rental payments or another financial issue
Lettings & Renewals	· Where a customer is unhappy with the service provided, or the condition of a property from application to move in, or at end of tenancy.
Neighbour Dispute	· Where a customer is unhappy about a neighbour noise, attitude or behaviour. This closely relates to Anti Social Behaviour and can be aligned with incident reporting
Rent Review	· Where a customer is unhappy about the rent review process, this would be poor service related.
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Service Issue	· Where a customer is unhappy about general service, or the attitude provided by a Grainger Team including REV, PRS, BTR or CST.
Unit Repairs & Maintenance	· Where a customer is unhappy about service, time to resolve, condition or works, or attitude relating to repairs in progress or recently completed

Important when speaking to a customer!
Please listen, don't interrupt, and try to understand the complaint from the customers perspective. Even if a complaint doesn't seem valid, there is a reason why the customer is unhappy, when recording a complaint, use the above guide to categories the complaint type correctly.

System Process Steps

Raising a new complaints task in Evolution:

1. Create a new Task in Evolution and enter the **Reporter Field including the contact email** for the person making the complaint.

2. Select the building and unit relating to the complaint.

3. Enter the complaint description into the task description box clearly describing the reason for the complaint being raised, and any other information relating to the complaint background.

4. Choose the Complaint Contract, and then select from the Problem field options that match the type of complaint (see above for reference).

5. Save the task and this will start the complaint process and set the KPIs for the complaint resolution.

When you raise a complaint, like sending a task for approval you can assign the complaint to another user, or an investigator if required by using the Assign to field and then re-saving the task.

Complaints Raised through the App
If a complaint has been raised via the My Grainger App, a system task will already be created on the Task Grid with a Status of Unauthorised and the complaint description input from the customer through the App.

Triage the detail to confirm if the task is a complaint, as residents do raise general enquiries and repairs through the complaints feedback section in the app in error.

If a complaint, then choose the Complaint Contract, and then select from the Problem field options that match the type of complaint as per process step 2 above.

Managing a Complaint to resolution:

As you manage the complaint, there are a number of system requirements you need to complete to ensure we record and resolve the complaint in a timely manner:

a. Add a Complaint Event Notes for all communication with the complainant and any third party involved, ensure there is enough detail to allow audit and investigation on progress and resolution.

b. All of the Mandatory Questions for complaints must be completed, remember to enter the date the complaint was received, not the date you create the task, also add the supplier/contractors company name if repairs related.

c. When you have agreed a resolution with the customer, please ensure you mark the Task Status as **Complete**, this will then record the date on the task to meet the KPI hopefully within the 13 days stretch target.

d. You can then update the task status and Send to History once the complaint is fully resolved and all works are completed.

e. If there is compensation agreed, you need to ensure the Question Steps are completed with the amount to be paid, the complainants bank details, and then Receipt the task and send to History. This will create the payment PO in Proactis for the resident reimbursement.

LOC's
Assigned = confirms acknowledgement of the complaint including a PDF complaints leaflet
Investigator Assigned = confirms that an impartial investigator has been assigned
Completed-Complaint Resolved = when a complaint is resolved, or
Receipted = If either compensation or Good Will payments have been agreed