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| <b>Process:</b>            | Complaints & Grumbles Process |
| <b>Business Owner:</b>     | Jenny Lorimer                 |
| <b>Process Owner:</b>      | Alastair Hammond              |
| <b>Date last reviewed:</b> | 22/5/2025                     |
| <b>Version:</b>            | V-0.3                         |
| <b>RACM Aligned:</b>       | V-0.3                         |

#### **Business Rules**

Customer complaint process should be easy to use, the customer should be listened to, understood and the complaint resolved in a timely manner in line with our Complaints Policy and procedure. The Process has recently bee reviewed in line with the Renters Rights Bill and the Ombudsman's Complaints Handling Codes

The required outcomes are;

- The policy should be easy to access and understand
- All required staff should be trained and receive regular refresher training
- Complaints should be acknowledged and recorded
- Complaints should be investigated and treated fairly within the agreed Code of Practice guidelines
- Resolution should be recorded, responded to in writing and transparent
- The process should be reviewed regularly to improve service delivery
- Monthly reporting to be completed to record and monitor complaints

#### **KEY RISKS**



R1 – (Stage 1) A customer does not know how to raise a complaint, or is not comfortable raising the complaint with Grainger staff directly

R2 – (Stage 1) Front line staff choose to ignore the complaint and do not record it resulting in an escalated complaint.

R3 – (Stage 1) A Customer feels uncomfortable informing Grainger of a complaint in person

R4 - (Stage 1) Grainger incorrectly identify a complaint and the complaint is not logged correctly.

R5 – (Stages 1 & 2) A complaint is not acknowledged in writing within the agreed timescale of the Ombudsman's Code of Practise

R6 – (Stages 1 & 2) A resolution to the complaint is not agreed and the complainant does not know how to escalate this further

R7 – (Stage 1 & 2) Where compensation has been agreed, the task is not processed correctly and not Received to generate the resident payment.

R8 – (Axis) Axis managed complaints do not meet Grainger complaints management standards

#### **KEY CONTROLS**



C1 – Grainger provide detail on its website regarding the complaints procedure, if a complaint is raised to Grainger direct, Grainger will record the complaint on MRI Evolution which will then send an acknowledgement by email including an attachment with the complaints guide.

C2 – Regular Complaints Refresher Training is provided to all relevant staff including new starters as part of their induction plan

C3 - Customers will have access to the Grainger App, this allows the customer to raise a complaint which creates an open complaints task direct into MRI

C4 - Regular Complaints Refresher Training is provided to all relevant staff including new starters as part of their induction plan.

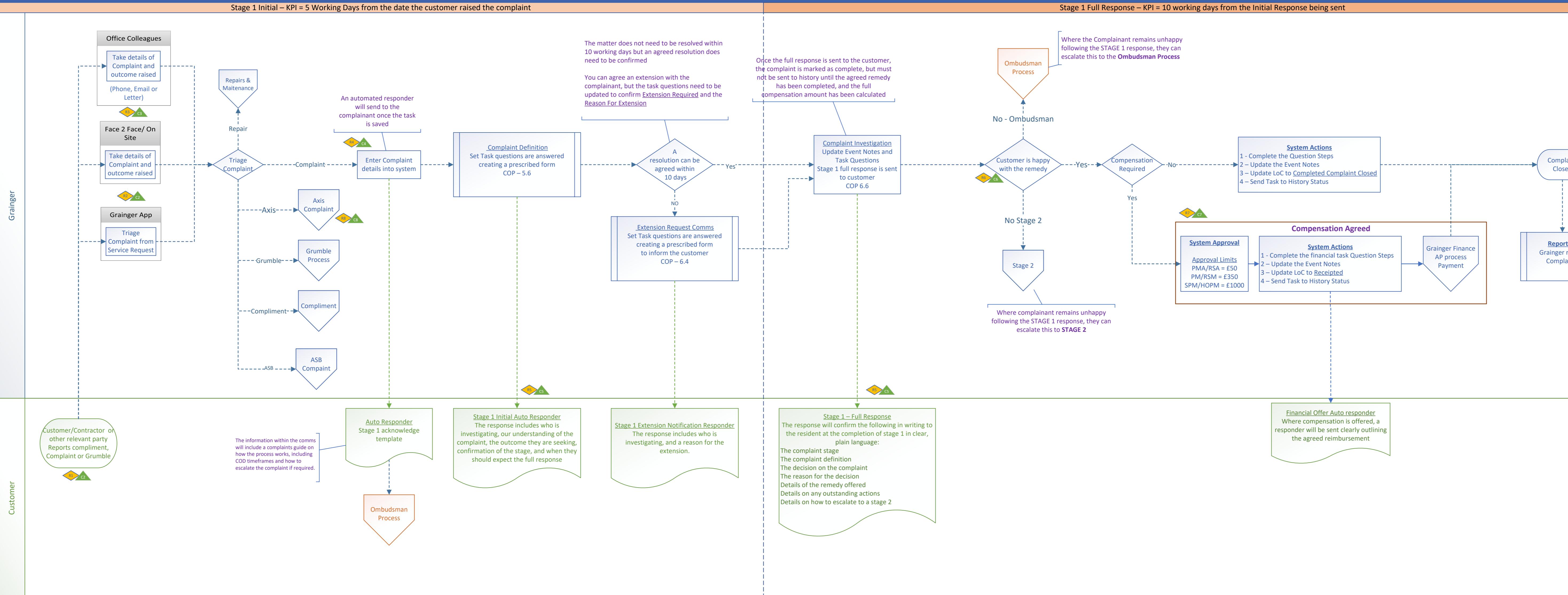
C5 – System functionality sends prescribed auto-responder emails to a customer, these are monitored and managed by system KPI reporting

C6 – The automated responders sent to complainants include information on how to escalate a complaint. The initial acknowledgement also includes a complaints guide with information on how to raise a stage 2 complaint, or how to contact the Ombudsman

C7 – Once a task is received it sits on the system, Accounts Payable review and process payments each Wednesday as part of their internal process with their own RACMs

C8 – Axis are contractually required to report monthly on complaints which is monitored and managed by the CX Team and Axis.

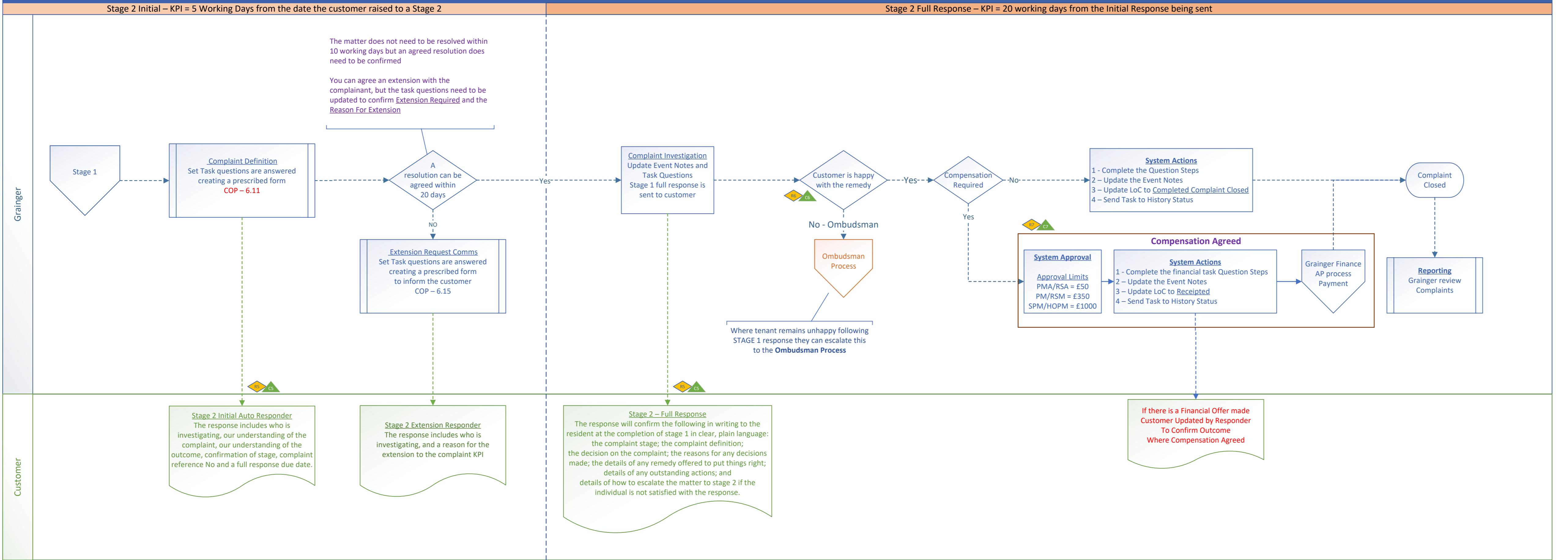
## Complaint & Complaints Reporting Process – Stage 1



R5

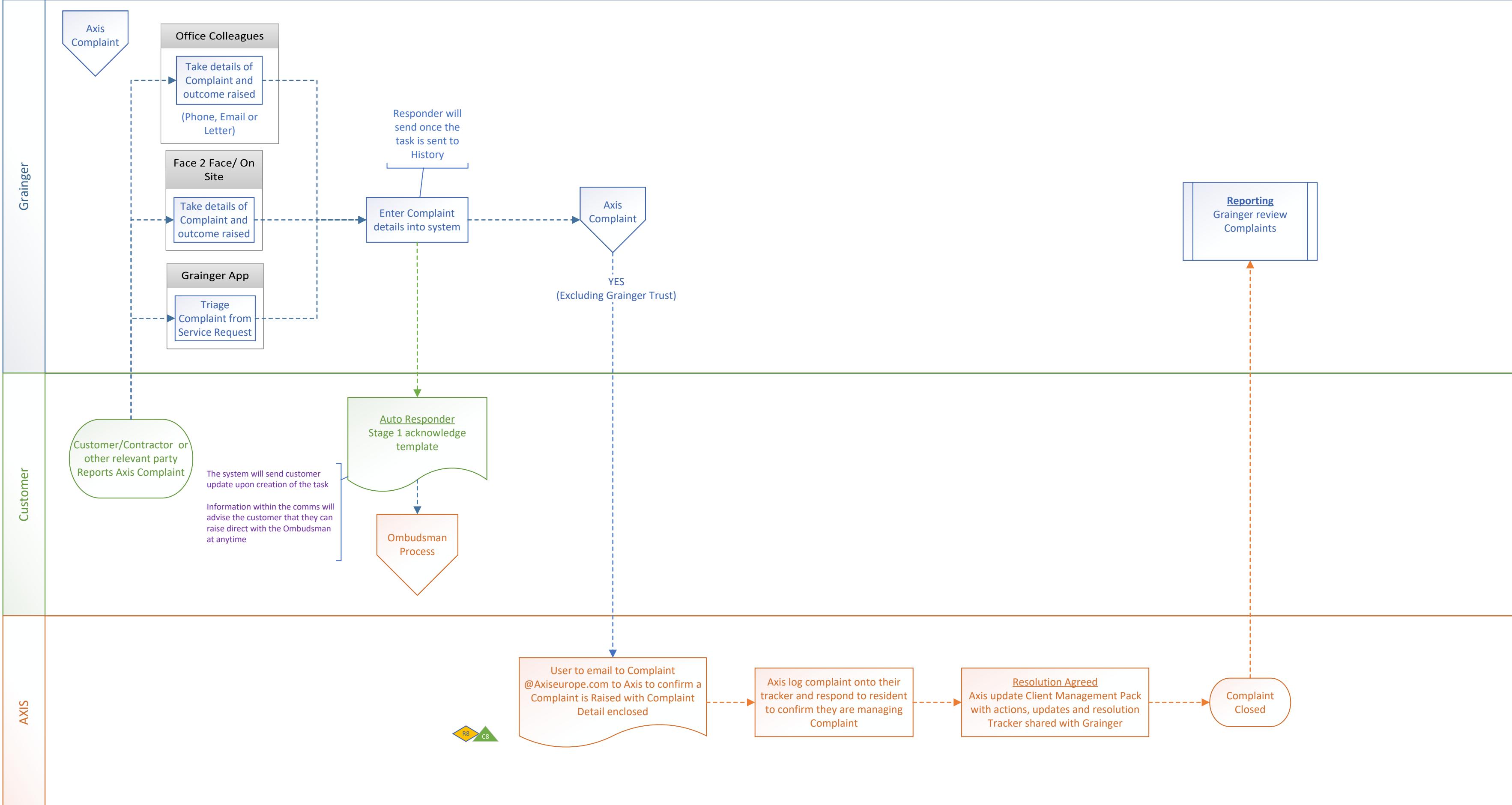
C5

## Complaint & Complaints Reporting Process – Stage 2

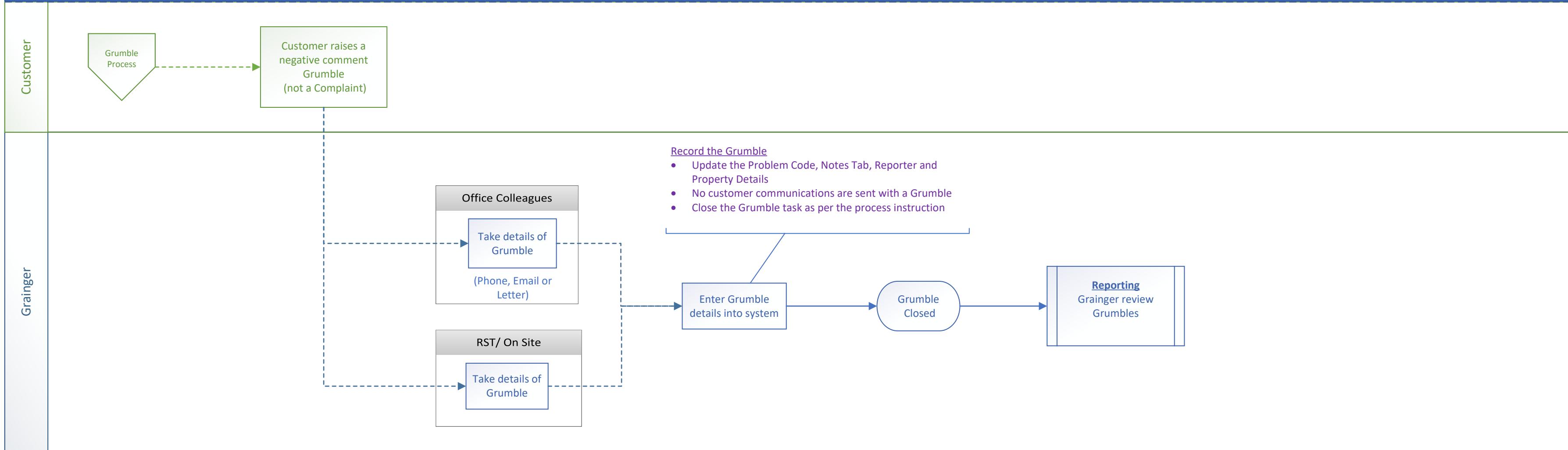


## Compliment & Complaints Reporting Process - Axis

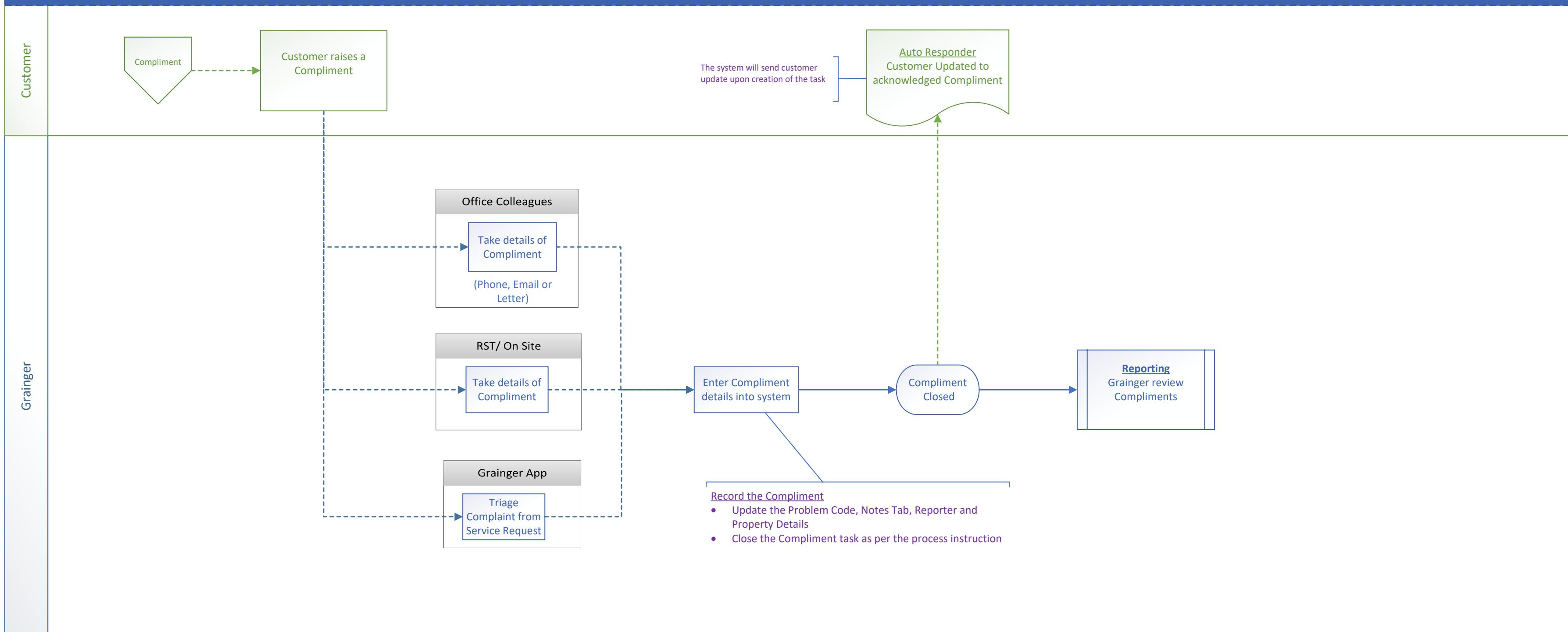
Axis – KPI = 1 working day to raise and close and send to history the task which then goes to Axis



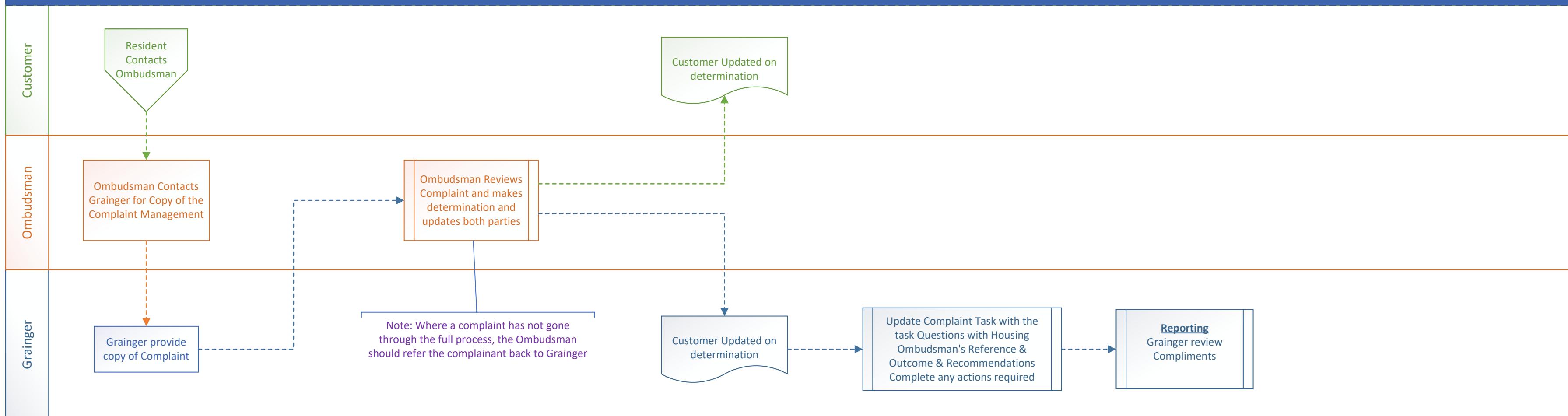
## Compliment & Complaints Reporting Process – Grumble



## Compliment & Complaints Reporting Process – Compliments



## Compliment & Complaints Reporting Process – Ombudsman



## Compliment & Complaints Reporting Process - ASB

Axis – KPI = 1 working day to raise the ASB Task when a complaint is received

