



Blue Property Management UK Limited

Compliments, Comments and Complaints Policy and Procedure

Document Control	
Document Title	Compliments, Comments and Complaints Policy
Version Number	3.0
Date Approved	April 2021
Author	Head of Legal & Customer Services
Approved by	Managing Director
Effective Date	April 2021

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Organisational Compliments, Comments and Complaints Procedure

Complaints Introduction

Blue Property Management is committed to delivering a quality service at all times. We do accept however that occasionally things can go wrong. If you are dissatisfied with any aspect of the service you receive from our company we would like to hear from you.

We will try to resolve most complaints on an informal basis at the first point of contact wherever possible. However, if we cannot do this then this procedure explains how you can take matters formally through the organisation's Complaints Procedure.

If you are in the unfortunate situation where our service has not met your expectations in any way then we need to know the exact nature of your complaint. Please provide as much detail as possible about the service provided, the individuals or department involved and why you feel the service we offered did not meet your expectations.

The company have a dedicated Complaints Manager who works closely with the management team to ensure that any service failures are identified, investigated and rectified (where upheld). This includes putting learning in place to ensure that the same failure doesn't happen twice.

A report will be published annually to demonstrate learning from compliments, comments and complaints.

What is a complaint?

During any contact a complaint can be taken by any member of Blue Property Management staff. For the purpose of this procedure Blue Property Management accepts a general definition of a complaint in best practice for customer service:

"An expression of dissatisfaction by one or more members of the public about the organisations action or lack of action, or about the standard of service, whether the action was taken, or the service provided by the organisation itself or a person or body acting on behalf of the organisation".

Blue Property Management's complaints procedure is not intended to be used to obtain compensation or a reduction in charges, however, the company may offer a payment/reduction if the complaint is found to be upheld and the complainant is 'out of pocket'.

The Complaints Manager is responsible for all complaints and will take full responsibility for investigating a complaint, liaising with any relevant members of staff and writing a full response to the complainant.

It is worth noting that complaints will always be dealt with in strict confidence, with fairness and objectivity and in line with the Data Protection Act 2018.

Complaints Process

Acknowledgement

Once received, the complaint will be acknowledged within 7 calendar days and it will be passed to the Complaints Manager to begin the investigation stage.

Stage 1 – Full Investigation and Response

The Complaints Manager is appointed to analyse all matters including ones of such a complex nature going back for long periods of time. As such, they will fully investigate any issues/concerns raised, and if they find that Blue Property Management have been at fault, they will work with the Management Team on rectification actions to ensure that the business learns from any service failure.

We aim to respond to all complaints within 1 calendar month, however if a full response cannot be given within one month, (if a matter is complex or we have to consult a third party) then the complainant will be informed, and a new target date will be confirmed at the point of this contact.

Please note that all complaints will have an upheld/not upheld decision within the formal response.

Stage 2 – Appeals Process

Most complaints that are received by Blue Property Management are resolved to the customers satisfaction at stage 1 of the process, however, if you are still unhappy then you have the right to escalate your complaint to stage 2 of the process. It may be that Blue Property agree with you that an early referral to the Property Redress Scheme is necessary. If this is agreed, then this will be included in your stage 1 response. Please note that a request for a stage 2 appeal has to be made within 30 days of receiving the stage 1 complaint response.

Stage 2 complaints will be responded to by a member of the Senior Management team. The complaint will be reviewed impartially and if the stage 1 decision is or isn't upheld then you will be informed of this and a rectification will be sought with you if required.

What if you are still unhappy with the response you receive?

We hope to resolve the complaint to the customer's satisfaction, however, if you are still not happy after both stages of the procedure have been completed, you can ask the Property Redress Scheme), an independent body, to investigate your complaint. Details of how to do this will be included in all stage 2 responses.

You can complain online at the following address; <https://www.theprs.co.uk/Complain>

You can download and email a complaints form to; **complaints@theprs.co.uk**

Or telephone them on **0333 321 9418**

How to make a complaint?

We have tried to make this procedure as accessible and straightforward as possible. Customers can contact us about their concerns in many ways:

- **Via email** – please send your email to complaints@bluepropertymanagementuk.com
- **Letter** – send to;
Complaints Dept
Blue Property Management UK Limited
3 East Circus Street
Nottingham
NG1 5AF
- **Telephone** – Any member of staff can receive a complaint via the Blue Property main telephone number **0330 053 8770**.

Delays

It becomes increasingly difficult to ensure a fair investigation after a period of time has elapsed since the original incident occurred. Complaints will therefore not be investigated after a period of 12 months has elapsed from the incident which gives rise to the complaint or after the person becomes aware of the matter which gives rise to the complaint.

What are the outcomes of the procedure?

The aims of Blue Property Management's Complaints Procedure are:

- To assist the company in providing a customer focused service.
- To provide a fair, effective, transparent and structured means to investigate complaints or concerns about service delivery promptly and, where we are at fault, to put things right and learn from our mistakes.
- To ensure that complaints are dealt with consistently throughout the organisation to encourage positive feedback.
- To increase customer satisfaction in our service delivery and in the way, we handle feedback.

Management of vexatious and unreasonable complaint behaviour

There are a small number of complainants who pursue their complaints in ways that are unreasonable and/or who take up unwarranted amount of Blue Property Management's resources.

In such circumstances, Blue Property Management may opt to apply its policy of unreasonable complainant behaviour, which has been drawn up in line with guidance issued around best practice in this area. Such action will be very rare and not taken lightly and complainants will be informed before any restrictions are applied to them in order that they might moderate their behaviour before the action is taken.

Unacceptable behaviour could include behaviour which is abusive, threatening or offensive and may include:

- Using foul or abusive language.
- Sending multiple correspondence raising the same issues.
- Prolonged and repeated contact beyond the point at which the complaints/disputes process has been exhausted. This could be via letter, telephone contact or email.

If Blue Property Management make the decision to use this part of the process, then details will be recorded on Blue Property Management's in-house management system for record.

The decision will be taken by the Management team and could be a variety of forms which may include restricting the customer making contact via telephone, email or letter (whichever we feel is necessary to manage the situation).

Management Information

It is important that we use the information that we receive from ALL feedback to improve service delivery. Complaints are therefore monitored and reported on so that best practice is disseminated throughout the organisation. We ensure that:

- Every complaint is logged and saved (notes will be put on Blue Property's system)
- Progress is monitored
- Annual reports are written and signed off by the management team to ensure that learning from feedback has taken place.

Complaint Do's and Don'ts

Do

- Welcome complaints and try to resolve them at the first point of contact where possible.
- If a complaint is resolved at the first point of contact, then record the issues and rectification and send them to the complaints email inbox to be noted.
- Apologise. An apology is not an admission of liability but a recognition that a customer has had a negative experience.
- Keep the customer informed of the progress of their investigation.
- Keep a record of all contact with the customer, including conversation notes.
- Listen to the customer and reply in the format that they have requested.
- Ensure the complaints procedure is followed and timescales for response are kept.

Don't

- Make assumptions based on the identity of the complainant, the subject of the complaint or anything else.
- Avoid or sidestep the complaints procedure if the customer has requested it.
- Use jargon. If technical terms must be used, then explain them.
- Take a one-size fits all approach to handling complaints.
- Send your final response outside of the complaint's inbox and email address.

Comments

It is always helpful to hear what people think about the organisation and the services that we provide. Comments can be both positive and negative and both are equally as important. Blue Property Management are continually striving to deliver excellent service to all of our customers. We also look for continuous ways of improving our services. If you feel that we could improve our services in any way, then please let a member of our staff know or complete and return the attached form. Any member of staff can log a comment on your behalf.

Comments are welcome because:

- They can raise issues of real importance and can lead to change for the better for the organisation.
- They can help to influence service delivery decisions of the organisation.
- They can help maintain and monitor the standards of our services.

Comments should always be logged by a member of staff on the relevant form and forwarded to the Complaints Team to record and action if necessary.

Compliments

Blue Property Management values positive feedback and compliments as they demonstrate where we are doing things right and tells us what we need to do more of. If you feel that a member of staff has gone above and beyond their general day to day duty or has offered an

excellent service, then please feel free to let us know. People are always encouraged when they are complimented on their work.

Compliments will be processed as follows:

- Logged by any member of staff and forwarded to the complaints department to act upon.
- Recorded, identifying the staff member, department and reason for compliment.
- A copy of a compliments letter will be sent to the employee thanking them and kept on their personnel file.

Privacy and Confidentiality

Complainants have a right to expect that their complaint will be investigated in private, to the extent where possible. The identity of complainants and any person who is the subject of the complaint will be made known only to those who need to know in the process of investigating and resolving the complaint. The complaint will not be revealed or made public by Blue Property Management, except where required by law.

All complaints received by Blue Property Management are subject to the *Freedom of Information Act 1991* and confidentiality cannot be guaranteed under the provisions of that legislation.

Appendix 1

Compliments, comments or complaints form.

About you						
Your name:						
Address:						
Postcode:						
Daytime phone number:						
Mobile number:						
Email address:						
Preferred method of communication: (tick below)						
Phone	<input type="checkbox"/>	Email	<input type="checkbox"/>	Letter	<input type="checkbox"/>	<input type="checkbox"/>

Complaint		Compliment		Comment	
What are the details of your complaint, compliment or comment? (include as many details as possible)					
<p>Please continue on a separate sheet if necessary. Please ensure your name and address are clearly marked.</p>					

What specific outcome do you want to resolve your complaint?

Will someone be acting on your behalf?

Yes

No

If yes, please give their name and contact details:

Signed:

Date:

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Please also fill in the following sections if you are making a complaint.

Have you already spoken to us about this?

Yes

No

If yes, who?

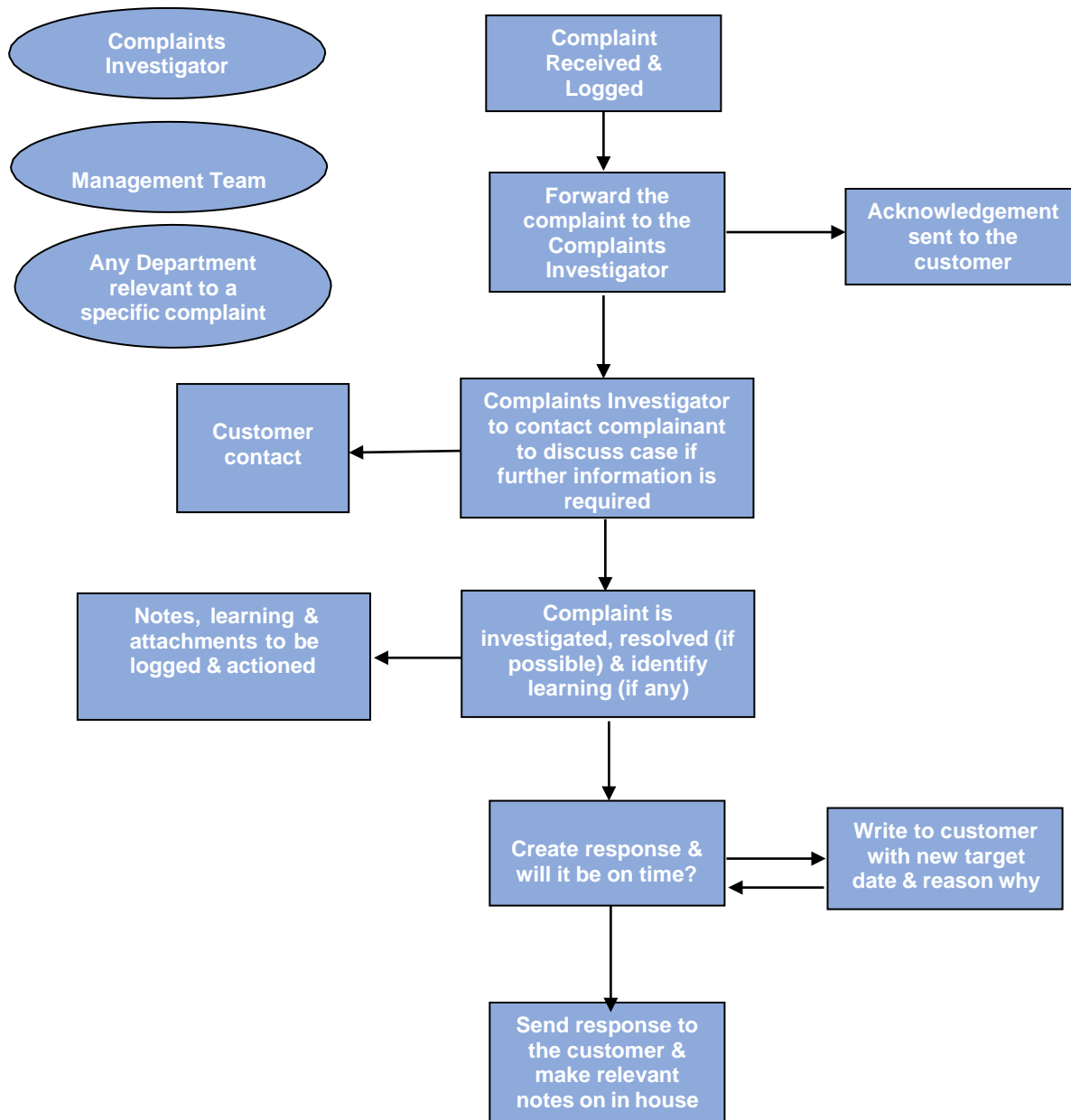
When?

What did they do?

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Appendix 1

Complaints process flowchart



Please note that the stage 2 process flowchart will be identical but dealt with by a Manager rather than the Complaints Investigator.