

Complaints *Process*

We're here to listen. We're here to put things right.

How to make a complaint to Grosvenor Hart Homes



Email

feedback@
grosvenorhart.com



Phone

01244 563777
(Monday-Friday,
9am-5pm)



Tenant Portal

Log in and select
'Make a complaint'



In person

Visit any of our offices



By letter

3 St Johns Court,
Vicar's Lane, Chester,
Cheshire, CH1 1QE

Service request

If you need something fixed or resolved, we can treat it as a '**service request**' (with your consent) and work to put it right. This could be a repair, a neighbourhood or an ASB issue.

Making a formal complaint



If you are unhappy with our service or how we have handled something, you can make a **formal complaint**.

STAGE 1 Has something gone wrong? Tell us and we will do something about it.



We will acknowledge your complaint **within 5 working days**.

We will respond **within 10 working days** from acknowledging your complaint.



STAGE 2 If you are not happy your complaint will be escalated.



We will acknowledge your complaint escalation **within 5 working days**.

We will respond **within 20 working days** from acknowledging your complaint.



What if you are still unhappy?

If you are still unhappy, contact the **Housing Ombudsman** for help if you are a Grosvenor Hart Homes Limited tenant (Registered Provider managing affordable homes).

If you are not a Grosvenor Hart Homes tenant or are a tenant of Grosvenor Properties North West, we'll work with you directly to find a solution.

For more information on how to deal with complaints, visit www.grosvenor.com/hart-tenant-complaints.