

R A B Y

RABY COMPLAINTS HANDLING PROCEDURE

Please find set out below, the Complaints Handling Procedure (CHP) for Raby Estates which will be followed in dealing with any customer, tenant or third-party complaint.

WE ARE COMMITTED TO PROVIDING A PROFESSIONAL SERVICE TO OUR CUSTOMERS AND TENANTS, BUT WHEN SOMETHING GOES WRONG, WE NEED YOU TO TELL US ABOUT IT. THIS WILL HELP US TO IMPROVE OUR SERVICE TO ALL.

If you have a complaint or a suggestion on how we can improve our service, then please submit it in writing to the below address and include details of the issue and any action you feel is necessary to resolve or recognise the issue you are facing:

Chief Executive Officer
Raby Estate Office
3 Office Square
Staindrop
County Durham
DL2 3NF

Or via email admin@raby.co.uk

1. Once we have received your written complaint, we will acknowledge it within three working days of receiving it, enclosing a copy of this procedure.
2. The Chief Executive Officer will then either investigate your complaint personally or nominate an investigating officer. We will write to you again within 15 working days of sending the acknowledgement letter to inform you of the outcome of his internal investigation and to let you know what actions have been taken or will be taken.
3. If at any stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by an alternative Senior Manager.
4. We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter