



## Creating a Complaint

### LET'S GET STARTED

#### If you have an account: Log in



[connect.property.nhs.uk](https://connect.property.nhs.uk)

#### If you don't have an account: Request access



Email: [customer.service@property.nhs.uk](mailto:customer.service@property.nhs.uk)

Call: **0808 196 2045**

1. Click **'Complaints'** on the homepage. A new page will open.

**Dashboard** | Kian Chambers | NHSPS PROPERTY SERVICES

Home | Help & Support

Customer

- Facilities Jobs
- Queries
- Complaints**
- Property Map
- Team

Manage

- Users
- Customers
- Content
- Style Guide

**Welcome to Connect!**

You can use this portal to:

- Report a facilities management issue
- Ask us a question
- Raise a complaint

**Take a look at the latest news from NHSPS:**

- Sharing disposal proceeds locally: our new policy. Read more.
- Young Lives vs Cancer has just been announced as our official charity partner for the next three years. Read more.
- It's getting hot outside - read our top tips to staying cool in our buildings this summer. Read more.

**Take a look at the latest news from NHSPS**

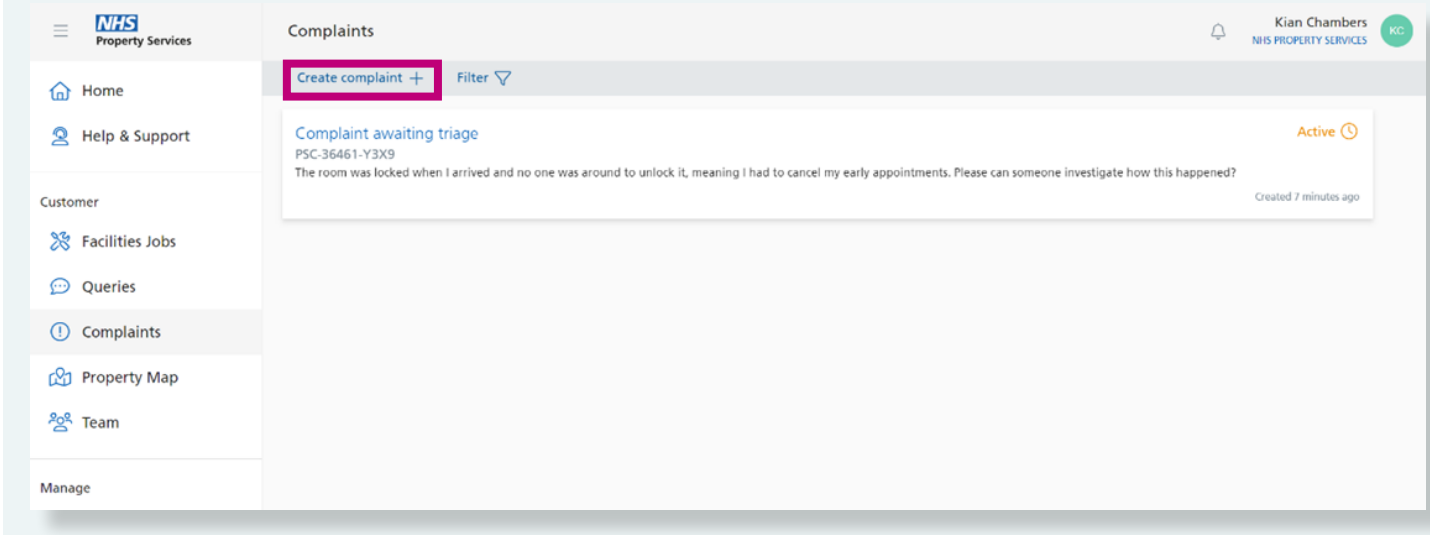
**Community celebrates the rebuild of Hythe and Dibden War Memorial Hospital**

21 March 2023  
Representatives from NHSPS joined members of a local community in the New Forest recently as they came together to celebrate the official opening of the new Hythe and Dibden War Memorial Hospital.

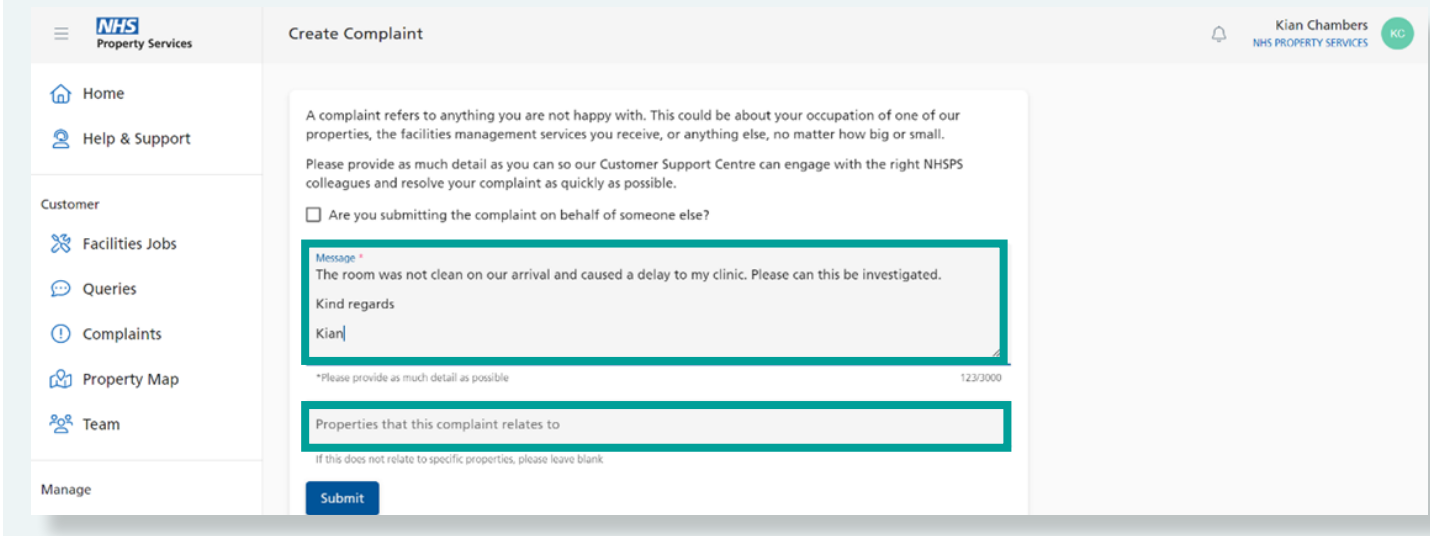
**Social prescribing day 2023: A look back at social prescribing in 2022**

09 March 2023  
The past year has been a time of significant change and growth for social prescribing across the NHS, and, at NHS Property Services, we've been continuing to support these developments. From increasing access to social prescribing schemes to working with local partners to develop innovative new spaces, colleagues have been working hard to improve the health and wellbeing of communities.

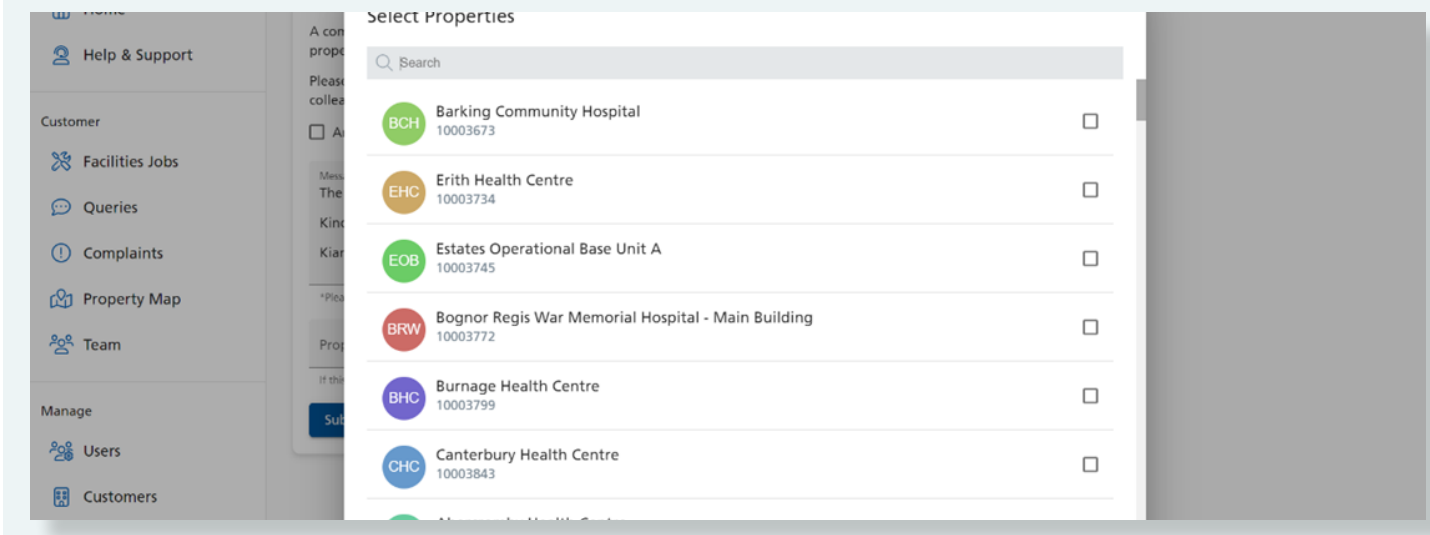
2. Click on **'Create complaint'** to create a new complaint. Make sure you check the complaint history first to avoid duplication as someone else might have already raised the same issue.



3. **Read the message at the top of the screen.** If you are creating this complaint on behalf of someone else, please tick the bow below. Next, type your complaint into the message box. (Please add as much information as possible). Then **click on 'properties that the complaint relates to'**.



4. Select all the **properties** that this complaint relates to.



5. Once you've provided all the required information about the complaint, click **'Submit'** (The complaint will be sent to the relevant Customer Advisor to action).

The screenshot shows the 'Complaints' section of the Connect portal. On the left is a navigation menu with 'Complaints' selected. The main content area contains a form with the following elements:

- Header: "Please provide as much detail as you can so our Customer Support Centre can engage with the right NHSPS colleagues and resolve your complaint as quickly as possible."
- Checkbox: "Are you submitting the complaint on behalf of someone else?"
- Message field: "Message \* The room was not clean on our arrival and caused a delay to my clinic. Please can this be investigated. Kind regards Kian"
- Character count: "123/3000" and a note: "\*Please provide as much detail as possible"
- Property selection: "Properties that this complaint relates to" with a dropdown menu showing "Barking Community Hospital".
- Footer: "If this does not relate to specific properties, please leave blank"
- Submit button: A blue button labeled "Submit".

6. Once you have clicked submit, you can either create another complaint or view your complaint by clicking **'View complaint list'**.

The screenshot shows the same complaint submission form as in step 5, but with a white confirmation modal box overlaid on top. The modal contains the following text:

**New complaint submitted**

Thank you for raising your complaint with us. Our Customer Support Centre will now triage the complaint.

In your dashboard the complaint will show as 'Complaint awaiting triage' then a new tile will appear once our team have reviewed your complaint. Complaints raised before 4pm on a weekday will be triaged the same working day.

An NHSPS colleague will contact you via phone or email regarding the resolution of your complaint. If you wish to enquire as to the status of your complaint, you can check your **complaints dashboard** in Connect.

At the bottom right of the modal are two buttons: "Create another complaint" and "View complaint list".

## IF YOU HAVE NOT RECEIVED ANY FEEDBACK FROM THE CUSTOMER SERVICE TEAM, YOU CAN CHASE UP THE COMPLAINT.

8. From the connect portal main screen, click on **Complaints**.

The screenshot shows the main dashboard of the NHS Property Services Connect portal. The top navigation bar includes the NHS logo, "Property Services", and a user profile for "Kian Chambers" with a notification bell and a "KC" status indicator. The main content area is titled "Welcome to Connect" and features a "Welcome to Connect!" section with a list of actions: "Report a facilities management issue", "Ask us a question", and "Raise a complaint". Below this is a "Take a look at the latest news from NHSPS:" section with three news items, each with a thumbnail image and a title: "Community celebrates the rebuild of Hythe and Dibden War Memorial Hospital", "Social prescribing day 2023: A look back at social prescribing in 2022", and "It's getting hot outside - read our top tips to staying cool in our buildings this summer. Read more."

9. Then select the **complaint** (make sure it's the correct query you logged).

The screenshot shows the 'Complaints' section of the NHS Property Services interface. On the left is a navigation menu with options like Home, Help & Support, Customer, Facilities Jobs, Queries, Complaints, and Property Map. The main area displays a list of complaints. The first complaint is highlighted with a red border. It is titled 'Complaint awaiting triage' with reference 'PSC-36462-T5G0'. The description reads: 'The room was not clean on our arrival and caused a delay to my clinic. Please can this be investigated. Kind regards Kian'. It is marked as 'Active' and was created 17 minutes ago. A second complaint is visible below it with reference 'PSC-36461-Y3X9' and a description about a locked room.

10. **Type the request for an update or question in the discussion box** and click on Submit (The case owner will receive an email notification of the query logged). Their response will appear in a box on this screen.

The screenshot shows the 'Complaint Details' page for the selected complaint. The title is 'Complaint awaiting triage' with reference 'PSC-36462-T5G0'. The property is 'Barking Community Hospital'. The description is: 'The room was not clean on our arrival and caused a delay to my clinic. Please can this be investigated. Kind regards Kian'. The user 'Kian Chambers' is associated with the complaint, with a timestamp of '04 May 2023 15:21'. The 'Discussion' section shows a message from 'KC' (Kian Chambers) that says 'Please can I have an update on this complaint.' with a 'Submit' button below it.

For more information about Connect, visit [www.property.nhs.uk/connect](http://www.property.nhs.uk/connect) or contact our Customer Service Centre on [customer.service@property.nhs.uk](mailto:customer.service@property.nhs.uk) or 0808 196 2045.