

Our Policy on:

Customer Complaints



Document Name:	Customer Complaints Policy
Version:	1.1
Approval Date:	1 st December 2024
Executive Sponsor:	Jackie Ducker, Chief Customer Officer
Policy Approver:	Jackie Ducker, Chief Customer Officer
Policy Owner:	Ingrid Brackley, Head of Customer Service Operations
Supporting Procedures & Additional Information	N/A

Version	Last Review Date	Issue Date	Author(s)	Summary of Changes	Next Review Date
1.1			Ingrid Brackley	New policy and template	1 st December 2025
1.2	1 st Feb 2026	24 th Feb 2026	Ingrid Brackley	Reviewed with some changes to wording, minimal alterations required.	1 st Feb 2027

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1. Objectives

Purpose of the Policy

This policy outlines how we handle complaints and what customers can expect from us when they reach out for assistance. We're here to listen and help resolve any issues you may encounter.

The policy covers complaints relating to the quality of our services, interactions with our colleagues, maintenance issues and any other concerns impacting customer experiences with NHS Property Services.



2. Who is this policy for?

Our customers come from different groups and can include:

People and Organisations

Who use our service and/ or occupy our buildings and have a direct business relationship with us, for example Integrated Care Board's (ICB's), NHS Trusts, GP Practices and other Healthcare providers.

Communities

Who experience our services and interact with us, however, do not have direct business with us. For example, patients and their families, citizens and other NHS colleagues and building users.

3. Our Approach to Resolving Complaints

At NHS Property Services, we believe in creating a positive experience for every customer. However, we know that sometimes things go wrong, or the service you receive falls short of our expectations. If you ever feel dissatisfied, we want to hear from you so that we can put it right and prevent similar problems from happening again

We'll always try to resolve the problem as quickly as possible, at first point of contact if we can. Our dedicated team works collaboratively to ensure that your complaint is managed efficiently from start to finish. We strive to provide clear communication and a resolution that leaves you feeling heard and valued

4. How We Handle Complaints

We welcome all customer feedback, and we will make it easy to provide feedback, including making a complaint. You can reach out to us through various channels:

- Connect, our customer self-service portal
- Call us on 0808 196 2045
- Via email at complaints.team@property.nhs.uk
- In writing to NHS Property Services, Regent House, Heaton Lane, Stockport, SK4 1BS
- In person where we have an NHSPS Hub office within your property, or when you see or meet with one of our team.

We log every complaint in our system, to ensure nothing gets overlooked. Our goal is to acknowledge your complaint within 24 hours and provide a comprehensive response within 20 working days. We will keep you updated throughout. If there is likely to be a delay, we will keep you updated.

5. The Outcome We Aim For

Our objective is to offer a professional point of contact for all complaints, ensuring that you receive a high level of service. We want to manage your expectations effectively and work towards a satisfactory resolution.

Every complaint receives a formal written response. This response will empathise with your situation, confirm that an investigation has been conducted, outline the actions taken, and provide a solution. We welcome your feedback and encourage you to share your thoughts with us.

6. If You're Unsatisfied With Our Response

If you're unhappy with the outcome and our resolution to your complaint, then you can escalate to our Complaints Team Leader by emailing complaints.team@property.nhs.uk.

Your complaint will be reviewed and a further investigation and response will be shared with you. This concludes the complaints process.

7. How You Can Help Us

We support our team with a zero-tolerance approach to abuse or behaviour that is not in line with our values, and we ask that our people are treated respectfully, whilst we handle any complaint with empathy and care.

8. Continuously Improving

Complaints are an important source of feedback and learning; we measure our performance to ensure we are meeting our promises, we use them to improve the experience of our customers and as learning events for our colleagues. This improvement is supported by actions and where possible the removal of causes for complaints.

For more information on our Annual Customer Feedback Report and Customer Charter, please visit:

www.property.nhs.uk/about/our-customers

9. Other Useful Policies

If you're interested in our policies, please visit our website to find out more:

[NHS Property Services | Home | NHS Property Services](#)