

Making a formal complaint

At Grosvenor, we always aim to provide a high-quality service for our customers. If you believe that we have fallen short of this, we hope to resolve your concerns quickly and professionally. Telling us when and how things have gone wrong is important, not only because it allows us to work towards a swift and positive resolution, but also because your feedback helps us to improve our service for all our customers.

In the first instance we ask that you always raise any dissatisfaction to your usual Grosvenor contact. This is very often the easiest and fastest way to reach a suitable resolution.

If you feel that an issue has not been resolved satisfactorily or fairly you may wish to make a formal complaint. In the unfortunate circumstances where you feel this necessary we undertake to escalate the issue and work towards an appropriate resolution as follows:

Stage 1: Your complaint will be escalated to an appropriate level within Grosvenor for review and response.

Stage 2: Should you still consider the issue unresolved then please ask for the matter to be reviewed further. It will then be raised with a director with responsibility for the subject of your complaint.

Stage 3: In the unlikely event that this should fail to find resolution then your complaint will be escalated to the appropriate executive director to consider. This will be the final Grosvenor response on the issue.

Stage 4: Should you remain dissatisfied and your complaint refers to a residential property issue, then you may choose to take the matter to the First-Tier Tribunal (Property Chambers).

We ask that:

When making a formal complaint, you make the complaint in writing either by email to:

complaints@grosvenor.com or

By letter to:

Complaints, London Estate

Grosvenor
70 Grosvenor Street
London
W1K 3JP

Please mark the matter 'Formal Complaint'.

Please enclose copies of papers or correspondence relevant to the issue.

We undertake in handling your formal complaint:

- To investigate fully, to consult appropriately and to keep you regularly informed of progress towards resolution.
- To acknowledge receipt of the initial complaint and any follow-on correspondence from you on the matter within two working days of receipt.
- To update you on progress towards resolution at a frequency that matches the complexity or urgency of the issue or in accordance with your wishes.
- To respond formally to your complaint in writing (by letter or email) in a timeframe that matches the complexity of the matter.