



HCGB Formal Complaints Procedure

We are committed to providing a high standard of service to our residents and tenants. If you are dissatisfied with our service, we encourage you to raise a complaint. Our complaints procedure is designed to ensure that your concerns are addressed promptly and fairly. Please follow the steps below to raise your complaint:

Stage	Who to Contact	How to Contact	Timeframe	Additional Information
Step 1: Contact the Customer Service Team	Customer Service Team	Email: customerservices@hcgb-pm.com Subject should be: "Formal Complaint"	Acknowledgement within 5 working days. Response within 5 working days	Please provide details of your concern (reference numbers, names, dates). We will ensure that no team members associated with your complaint will be involved in the investigation or review.
Step 2: Escalation to the Property Manager	Property Manager	Email: complaints@hc-gb.com	Acknowledgement within 5 working days. Response within 10 working days	Include details of previous correspondence. We will ensure no team members associated with your complaint are involved in the investigation or review.
Step 3: Final Escalation to the Head of Property Management	Head of Property Management	Email: complaints@hc-gb.com	Acknowledgement within 5 working days. Response within 10 working days	Provide all prior communications. We will ensure no team members associated with your complaint are involved in the investigation or review. This will be the company's final viewpoint. Explain why you do not accept the decision of stage 2.
Step 4: Escalation to the Property Redress Scheme	Property Redress Scheme	Website: www.propertyredress.co.uk/consumers	-	The Property Redress Scheme is a government-backed redress scheme that will impartially investigate and adjudicate on your complaint. Please visit their website for full details on how to submit a complaint.



Our Commitment

- We will acknowledge your complaint within 5 working days at each stage and keep you updated on progress.
- We aim to respond as follows:
 - **Step 1:** Response within 5 working days.
 - **Step 2:** Response within 10 working days.
 - **Step 3:** Response within 10 working days.
- We will ensure that the team members involved in the complaint are not part of the investigation and review process, so that it is handled impartially at every stage.
- If you are dissatisfied with the outcome after the final stage, you may refer your complaint to the **Property Redress Scheme**, a government-backed scheme that will impartially investigate and adjudicate on your complaint.

Thank you for bringing your concerns to our attention. We value your feedback and strive to improve our services.