

Complaints

At Morrison, we are committed to resolving complaints efficiently and effectively and believe in treating everyone with respect and courtesy. With this in mind, our formal complaints processes utilise our local teams to resolve many of the issues that arise although they are fully supported by our central staff.

Registering a complaint

If you are unhappy with the services we, or our partners or contractors, have delivered to you and the staff responsible have not been able to resolve the matter to your satisfaction, and you would like to make a complaint, then you must raise these issues with either the local Resident Liaison Manager/Officer or Site Management.

Your complaint will then be registered on our complaint database to ensure that your complaint is fully tracked through to resolution. In addition to this, this database allows our staff to learn from mistakes and to make immediate improvements to our service delivery.

Stage One Complaint

If we have received your complaint in writing, we will aim to acknowledge your complaint within two working days. However, there are many ways to register your complaint and we accept them via letter, email and telephone. Once your complaint has been registered, we then aim to respond/resolve your issues within five working days although some issues can take longer to resolve. If this is the case our staff will keep you fully informed of the process and expected timescales for resolution.

Stage Two Complaint

If you are unhappy with the response to your complaint, then we need to understand the reasons as to why your complaint has not been resolved satisfactorily. Once this is understood, your complaint will be treated as a Stage Two Complaint and will be

reviewed by the Partnering Manager. This stage may require an informal meeting with you to fully understand all of the issues and concerns.

The Partnering Manager will independently review all of the information and will respond to your concerns in writing within ten working days.

Stage Three Complaint

If you are unhappy with the response from the Partnering Manager, then your complaint will be handled as a Stage Three Complaint. All information will be reviewed by the Director of Engagement, and the Partnering Director. This independent review will include a full review of correspondence and information, and you maybe contacted directly to discuss any issues.

The Director of Engagement will respond to your concerns within ten working days.

If you would like to discuss the process further, please contact your local Resident Liaison Manager who will be able to provide you with further information and guidance.