

Customer Complaints Procedure

At Greenway we aim to please, but we understand that things go wrong from time to time. If you are unhappy with the service you receive at Greenway or need to raise an concern, you must email your complaint in writing to customer@greenwayproperty.co.uk

Stage One:

We aim to acknowledge your complaint within one working day and acknowledge complaints made outside of working hours by the next working day. Our team will investigate the issue and gather relevant information and evidence. Once a full ingestion has been carried out, you will receive a resolution in writing. We expect this to be within three working days of your complaint being made.

If you are not satisfied with the outcome or feel you have been treated unfairly, you may choose to escalate your complaint to stage two. You must do so in writing to customer@greenwayproperty.co.uk within 5 working days of the letter of resolution. If no escalation is made within this timeframe, the complaint is considered resolved at stage one and you will be notified that your complaint has been closed.

Stage Two:

Complaints escalated to stage two will be handled by the relevant department manager. They will review your complaint and stage one process and aim to provide a letter of resolution within 5 working days of the complaint being escalated.

If you are not satisfied with the outcome or feel you have been treated unfairly you may choose to escalate your complaint to stage three. You must do this in writing to customer@greenwayproperty.co.uk within 5 working days of the letter of resolution. If no escalation is made within this timeframe, the complaint is considered resolved at stage two and you will be notified that your complaint has been closed.

Stage Three:

Complaints escalated to stage three will be handled by a senior manager. They will review your complaint including the stage one and stage two process and aim to provide a letter of resolution within 10 working days of the complaint being escalated.

This is the final stage of the internal complaints process, and there is no further right to escalate.

Our office hours are Monday to Friday 0900-1700

