



January 2026

Complaints Policy

**Portal Estate Management Ltd
Version 2.0**

This policy sets out Portal Estate Management's ("Portal") approach to receiving and handling complaints, ensuring they are dealt with in a consistent, fair, and transparent way.

We welcome both positive and negative feedback as it helps us to improve the standards of our services.

All complaints are handled with the utmost care and attention. As a standard, we aim to acknowledge receipt of any complaint within **three working days** of it being received.

This policy explains how residents and customers can tell us when they think something has gone wrong and what they can expect from us in response.

This policy applies to all complaints and comments received from:

- Residents and other customers (including prospective residents)
- Third parties acting on their behalf
- Members of Parliament and local councillors

1. Definitions

Complaint

An expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by the organisation, its staff, or those acting on its behalf, affecting an individual resident or a group of residents.

Comment

Something that you say or write that expresses your opinion about the service we provide.

Service Request

A request from a resident for a service that does not require a complex investigation and does not require a formal response. These requests initiate a pre-defined and agreed service action as part of normal service delivery.

2. Making a Compliment or Complaint

Anyone can express gratitude or dissatisfaction about the services we provide.

Compliments and complaints can be made to any member of Portal staff in the following ways:

- **In person** – by speaking to a member of staff at the Estate Management Office
- **By telephone** – 03333440290
- **By email** – University.housing.helpdesk@GSHgroup.com
- **By letter** – Estate Management Office, 25 Eddington Avenue, Cambridge, CB3 1SE

Making a complaint will **not** result in any adverse changes to the services you receive from us.

3. Complaints Process

Our complaints process has **three stages**.

Stage One

- At Stage One, your complaint will be handled by the Portal Helpdesk.

- Your complaint will be logged and acknowledged within **three working days** of receipt.
- We will aim to resolve the issue as quickly as possible. If we have made a mistake, we will apologise and explain what we will do to put things right.
- If further investigation is required, we will let you know and agree next steps with you. We aim to provide an update or response within **10 working days**.

Complaints must be raised within **six months** of the issue occurring.

Stage Two

- If you are unhappy with the outcome at Stage One, you may request a review at Stage Two.
- Your complaint will be reviewed by a manager who was not involved at Stage One to ensure objectivity.
- When requesting escalation, you should explain why you remain dissatisfied and what you believe could have been done differently.
- We will acknowledge your request for escalation within **two working days**.
- We will provide a full response within **20 working days** of the escalation request.
- In exceptional circumstances, response times may need to change. Where this happens, we will agree a revised timescale with you.

Stage Three

If you remain dissatisfied after Stage Two, you may escalate your complaint by emailing portal@eddington-cambridge.co.uk.

- Your complaint will be reviewed by the Portal Executive Group.
- We aim to complete this review within **20 working days**.
- We will keep you informed of progress throughout the review.
- Once the review is complete, we will issue a final written response setting out our final position.

This response concludes Portal's internal complaints process.

4. Exclusions to This Policy

The following issues will not normally be dealt with under this complaints policy:

- Complaints relating to ongoing or concluded court proceedings
- A first request for service, including initial enquiries about the cost or reasonableness of service charges or heating charges
- Requests for information or explanations of our policies and procedures
- Reports of neighbour disputes, anti-social behaviour, hate crime, or domestic abuse **unless** the complaint relates to how we handled your report
- Complaints pursued in an unreasonable manner, including those containing offensive or abusive language

- Complaints regarding Parking Charge Notices, which are managed by the British Parking Association Approved Operator responsible for parking at Eddington
 - Appeals and complaints should follow the guidance provided on the Parking Charge Notice

Persistent and Unreasonable Complaints

This includes individuals who repeatedly raise issues, either formally or informally, or whose behaviour is unreasonable. This may include:

- Obsessive, persistent, harassing, repetitive, or prolific actions
- Excessive correspondence or contact by email, telephone, or letter
- Insistence on pursuing complaints that lack merit or seek unrealistic outcomes
- Pursuing legitimate complaints in an unreasonable manner

5. References and Related Policies

This policy is regularly reviewed to ensure that it remains compliant and relevant.

Related Portal policies include:

- Security Policy
- Anti-social Behaviour Policy
- Equality and Inclusion Policy
- Use of Public Spaces Policy
- Compensation Policy
- Communication and Engagement Policy