



## COLLEAGUE USER GUIDE

# Raising a complaint on Connect

Connect is your new online portal to interact with NHS Property Services. Connect has been built with the customer at the heart of the design so you will be able to use it as your one-stop-shop to log all your non-urgent facilities management (FM) jobs, queries, and complaints.

## Non-urgent facilities management issues

Non-urgent facilities management issues include a light not working, requesting a whiteboard to be fitted or general gardening.

Emergency or urgent facilities management issues that are impacting the delivery of patient care, should be reported via our **Customer Service Centre** on **0808 196 2045** so we can resolve the issue more quickly.

## Queries

Queries cover all questions you have for NHSPS, including asking for an explanation of charges, information about a property or a copy of a document. Queries should not be used to create facilities management jobs. They will need to be created using the **Facilities Management** function on Connect.

## Complaints

Raising a complaint means letting us know about anything you are not happy about relating to NHSPS so that we can work to resolve it and drive continuous improvement. These include making a complaint about your billing, the condition of a property or conduct of colleagues.

By using Connect, you will be able to **track the status of your jobs, queries and complaints, 24/7**.

# LET'S GET STARTED

If you have an account: Log in



[connect.property.nhs.uk](https://connect.property.nhs.uk)

If you don't have an account: Request access



Email: [customer.service@property.nhs.uk](mailto:customer.service@property.nhs.uk)

Call: **0808 196 2045**

1. Click '**Complaints**' on the homepage. A new page will open.

**NHS Property Services**

Home | Help & Support | Facilities Jobs | Queries | **Complaints** | Properties

Home

You can use Connect to:

- Report a non urgent facilities issue
- Ask us a question
- Raise a complaint

For all urgent facilities issues please call 0808 196 2045.

Recent Jobs

Customer Portal Request	#
10 South Colonnade ● OPEN ● NON-URGENT	#643879 Raised: 16 Jul 24 Target: 16 Jul 24
Canterbury Health Centre ● OPEN ● NON-URGENT	#643878 Raised: 15 Jul 24 Target: 15 Jul 24
Erith Health Centre ● OPEN ● NON-URGENT	#643877 Raised: 15 Jul 24 Target: 15 Jul 24
Abercromby Health Centre	#643876 Raised: 15 Jul 24

Take a look at the latest news from NHSPS

- Groundbreaking ceremony marks exciting milestone for £24.6m Community Diagnostic...  
16/07/2024  
Representatives from NHS Property Services (NHSPS) attended a groundbreaking ceremony held recently to mark an important milestone for the £24.6 million...
- NHSPS Secures New Ambulance Base for People across Northwest England and Wales  
12/07/2024  
£1 million state-of-the-art ambulance base for the Northwest Neonatal Transport Service has been acquired by NHSPS is now open in Warrington. The...
- Christine Latham: From DIY Lover to Female Plumber, A Shining Example for National...  
18/06/2024  
Frontline worker changed careers at 55, going from Domestic Assistant to Maintenance Assistant. With support and encouragement from NHSPS, Christine...

2. Click on '**Create complaint**' to create a new complaint. Make sure you check the complaint history first to avoid duplication as someone else might have already raised the same issue.

**NHS Property Services**

Home | Help & Support | Facilities Jobs | Queries | **Complaints** | Properties

Complaints

**Create complaint**

17 Jul 2023 to 17 Jul 2024

No complaints found  
There are no complaints matching the current filter

# RAISING A COMPLAINT

3. If you are creating this complaint on behalf of someone else, please **tick the box below**. Next, **type your complaint** into the message box (please add as much information as possible). Click on **'Select properties'** to choose which property the complaint relates to.

NHS Property Services

Create Complaint

Kian Chambers NHS PROPERTY SERVICES KC

A complaint refers to anything you are not happy with. This could be about your occupation of one of our properties, the facilities management services you require, or anything else.

Are you submitting the complaint on behalf of someone else?

Message \*

\*Please provide as much detail as possible 0/1500

Properties \*

Select properties

Submit

4. Select the properties that this complaint relates to and click on **'OK'**.

2SS 23 Stephenson Street 10010051

AHC Abercromby Health Centre 10003902

ACH Aldershot Centre for Health 10003914

AHA Allan House - Annex 10003970

AHW Altrincham Health and Wellbeing Centre 10009424

Cancel OK

5. Once you've provided all the required information about the complaint, click **'Submit'** (the complaint will be sent to the relevant Customer Advisor to action).

Are you submitting the complaint on behalf of someone else?

Message \*

Room was locked when I arrived and no one was around to open it.

\*Please provide as much detail as possible 64/1500

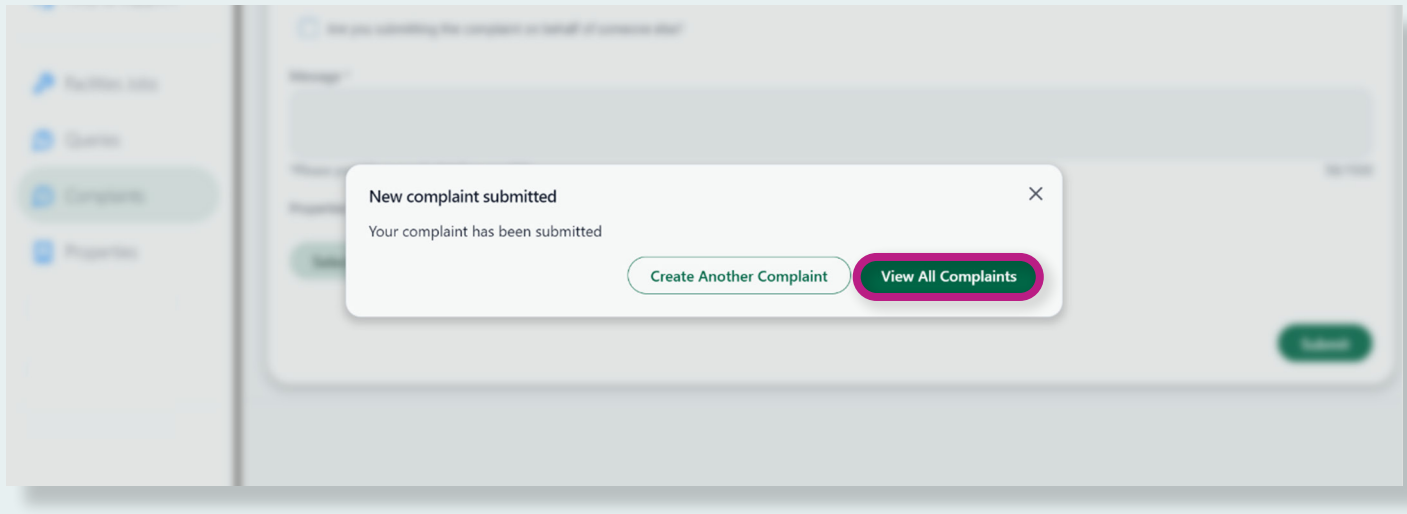
Properties \*

Select properties 10 South Colonnade X

Submit

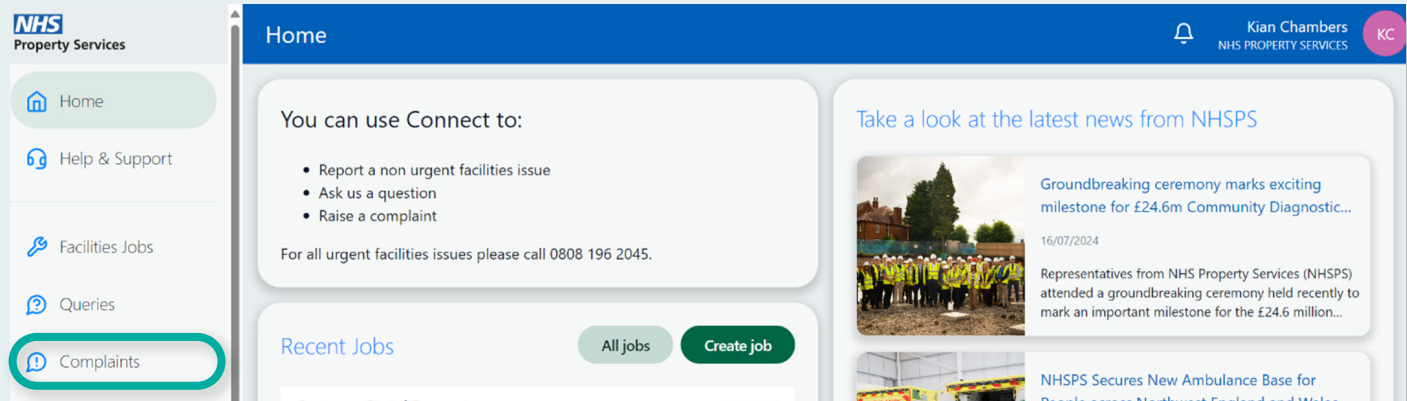
## RAISING A COMPLAINT

6. Once you have clicked submit, you can either create another complaint or view all your complaints by clicking **'View All Complaints'**.

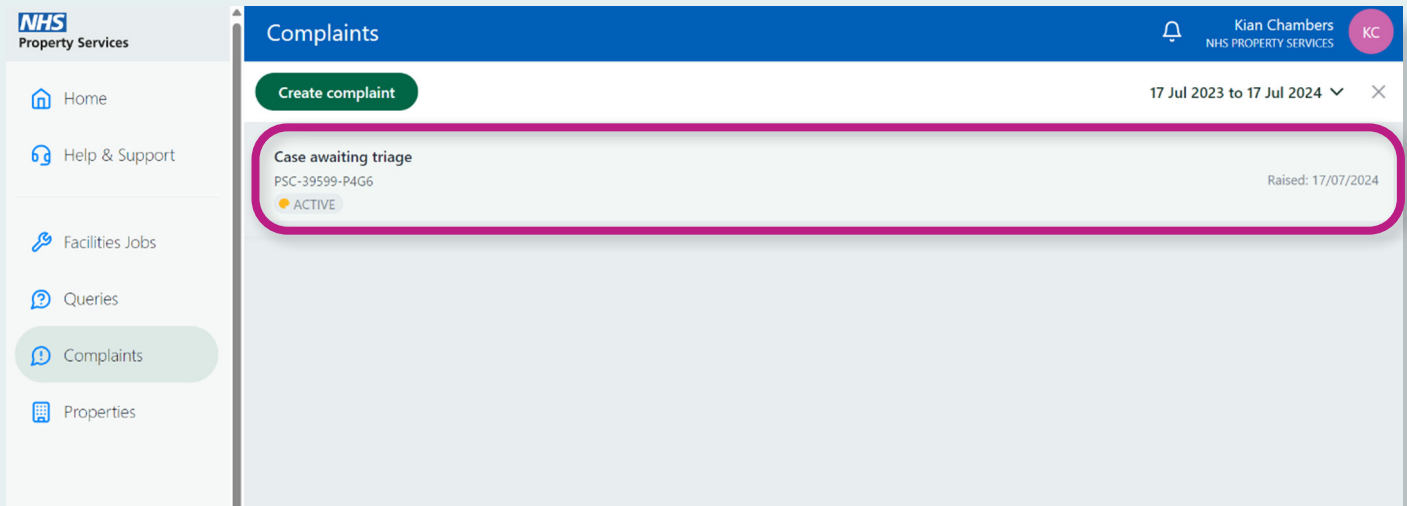


## CHASING UP A COMPLAINT

7. If you have not received any feedback from the customer service team, you can chase up the complaint. On the main homepage, click on **'Complaints'**.



8. Then **select the complaint** (make sure it's the correct query you logged).



9. Type in your update or question in the discussion box and click on **'Submit'** (the case owner will receive an email notification of the query logged). Their response will appear in a box on this screen.

**NHS**  
Property Services

Home  
Help & Support  
Facilities Jobs  
Queries  
Complaints  
Properties

**Complaint Details** Kian Chambers NHS PROPERTY SERVICES KC

**Case awaiting triage**  
● ACTIVE

Reference  
PSC-39599-P4G6

Property  
10 South Colonnade (10009750)

Raised By  
Kian Chambers on 17/07/2024

**Description**

Room Locked on arrival and no one around to open it for us

Properties:  
10 South Colonnade (10009750)

**Discussion**

KC Please can I have an update to this complaint

**Submit**

For more information about Connect, visit [www.property.nhs.uk/connect](http://www.property.nhs.uk/connect) or contact our Customer Service Centre on [customer.service@property.nhs.uk](mailto:customer.service@property.nhs.uk) or 0808 196 2045.