Complaints Procedure

It is our policy to conduct all of our business in an honest and ethical manner. We have a zero-tolerance approach to money laundering, bribery and corruption. This includes consultants, brokers, agents and all such similar organisations providing a service to Clarion Housing Group.

In addition, as part of a tender submission, we have strict guidelines in place in the form of non-collusion and non-canvassing certificates to confirm whether bidders have contravened the procurement process.

All suppliers and contractors will be treated fairly and without discrimination. We will clearly define tender submission requirements and all bidders will be treated fairly, transparently and in an equal manner.

Should you have a complaint please email [procurement@clarionhg.com](mailto:procurement@clarionhg.com) and we will investigate and get back to you with a response. Should you still not be satisfied with the outcome, your complaint will be escalated to our Head of Procurement for investigation. Final investigation will be escalated to the Director of Assurance.