

Complaints procedure

management@xeniaestates.com
+44(0)161 974 3575

Statement of intent

Xenia Estates aims to provide a high-quality Property Management Service. However, if for any reason a customer is dissatisfied with the service they receive, we have established a Complaints Policy to outline the procedure which should be followed in order for the customer to make a formal complaint. Our Complaints Procedure is open to anyone who receives or requests a service from Xenia Estates Limited or Xenia Estates Services Limited, including landlords, tenants, leaseholders, residents and staff from other businesses that we deal with.

Aims

- It is generally accepted that most complaints will be made informally to front-line members of staff and will be resolved at this stage without the need for further action.
- However, should the complaint not be resolved at this stage, it will be necessary to invoke the "formal" Complaints Procedure.

How do I make a formal complaint?

If you have a complaint, we would ask you to liaise with the person you were originally dealing with, in order to give them a final opportunity to solve the problem. If this proves to be unsuccessful, we will ask you to engage the following procedure.

Stage 1 – Line Manager level

Please put your complaint in writing and send it to Xenia at the details above. This will be passed to the appropriate Line Manager for investigation and to provide a response. This will usually be a Senior Property Manager or Team Leader.

The Line Manager will:

- acknowledge your complaint;
- investigate the matter to determine what has happened and why;
- contact you again if additional information is required;
- send you a full reply addressing your complaint, within 10 working days.

Please note: If your complaint is about a Line Manager, it will automatically progress to Stage 2.

Stage 2 – Operations Director

If you are not satisfied with the response to the complaint after Stage 1 or the complaint relates to a Line Manager, the complaint will be referred to the Operations Director who will carry out a full investigation and issue a full written response with proposed resolutions where appropriate.

- You should expect a response within 10 working days.

Stage 3 – Group Director level

Should you remain dissatisfied with the outcome, following an investigation carried out by the Operations Director, the complaint will be escalated to Group Director Level. The Group Director will acknowledge the complaint, will re-investigate and will issue a Final Viewpoint letter.

- You should expect a response within 15 working days.

External Escalation – The Property Ombudsman

If you are dissatisfied with the outcome of our investigation and the responses provided at each level, or if more than 8 weeks has elapsed since your complaint was first made, you can request an independent review from The Property Ombudsman. You may request this up to 12 months after receipt of our Final Viewpoint letter.

- The Property Ombudsman can be contacted at:
 - Milford House, 43-55 Milford Street, Salisbury, SP1 2BP
 - By telephone on 01722 33 33 06
 - By email at admin@tpos.co.uk or online at www.tpos.co.uk