

## Complaints Procedure

### Statement of intent

Xenia Estates aims to provide a high-quality Property Management Service but we understand that sometimes things can go wrong, if this is the case we would like to hear from you so we put matter right efficiently. Our Complaints Procedure is open to anyone who receives or requests a service from Xenia Estates Limited or Xenia Estates Services Limited.

### 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 – Complaints Handler

Please put your complaint in writing, and our complaints handler will investigate and provide a response.

#### The Complaints Handler 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

### Stage 2 – Operations Director

If you are not satisfied with the response to the complaint after Stage 1 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.

#### The Operations Director will:

- 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

### **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:**

- 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** on admin@tpos.co.uk or online at [www.tpos](http://www.tpos)

