

Complaints Procedure



Statement of Intent

Xenia Estates aims to provide a consistent, high-quality Property Management Service for our clients; however, we acknowledge, on rare occasions, some may deem our service to be unsatisfactory. In this instance, we encourage any dissatisfied party to get in touch with the team to allow the opportunity for Xenia Estates to;

- ⊗ remedy any complaint.
- ⊗ resolve any issues efficiently.
- ⊗ internally review any area of the operation which may have resulted in a grievance.

For avoidance of doubt, 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 there is any element of our service you are unhappy with, in the first instance we ask that you liaise with the person you are corresponding with to give them a final opportunity to solve the problem. If this proves to be unsuccessful and the matter is not resolved upon initial disclosure, please follow the procedure outlined below to proceed to make a formal complaint.

Upon making a formal complaint we kindly ask that you provide as much information as possible, including details of the development / property it relates to (if any), any relevant documents and supporting evidence which may assist, and your contact details.

STAGE ONE

Property Assistant

Please put your complaint in writing (email or letter) to the relevant Property Assistant associated with the development/matter*, who will investigate and provide a response.

The Property Assistant will:

- ⊗ Acknowledge your complaint within 5 working days.
- ⊗ 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 of the complaint acknowledgement.

If, for any reason, the Property Assistant requires longer than 10 working days to investigate the matter and provide a response, they will advise you in writing with a revised response date.

**If at any stage you require an individual's name / email address for your complaint to be addressed / issued to, please email management@xeniaestates.com starting with the subject 'Formal Complaint' following by the development name \ complaint topic. You will receive a response within 5 working days with the relevant information.*

Please note - this request will be fulfilled purely for the purpose of providing the necessary information to assist with your complaint.

STAGE TWO

Property Manager

If you are not satisfied with the response to the complaint after Stage 1, the complaint will be referred to the Property Manager associated with the development/matter*, who will carry out a further investigation and issue a full written response with proposed resolutions, where appropriate.

The Property Manager will:

- ⊗ Acknowledge your complaint within 5 working days.
- ⊗ Investigate the matter further 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 of the complaint acknowledgement.

If, for any reason, the Property Manager requires longer than 10 working days to investigate the matter and provide a response, they will advise you in writing with a revised response date.

STAGE THREE

Senior Customer Experience Manager

In the event any party remains dissatisfied with the outcome, following a further robust investigation carried out by the Senior Customer Experience Manager of the prior stages.

The Senior Customer Experience Manager will:

- ⊗ Acknowledge your complaint within 5 working days.
- ⊗ Provide a unique reference number for your complaint.
- ⊗ Contact you again if additional information is required.
- ⊗ Escalate the complaint to a Director of Xenia Estates for review.
- ⊗ Re-investigate and issue a Final Viewpoint letter after liaisons with a Director within 15 working days of the complaint acknowledgement.

If, for any reason, the Senior Customer Experience Manager requires longer than 15 working days to investigate the matter and provide the Final Viewpoint, they will advise you in writing with a revised response date.

Should you wish to go directly to our Senior Customer Experience Manager, if you are dissatisfied with interactions with the Property Assistant / Property Manager following our escalation process, they can be contacted via email at support@xeniaestates.com.

STAGE FOUR

External Escalation – The Property Ombudsman

If you are dissatisfied with the outcome of our investigation and the responses provided at each stage of this process, 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:

- ⊗ **By Post:** 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.co.uk

COMPLAINT RECEIVED

STAGE ONE

The relevant Property Assistant will initially investigate and contact you with a response within 10 working days.

Would like to escalate the complaint further, agreement not reached.

Satisfied with the outcome, Complaint is now closed.

STAGE TWO

The relevant Property Manager will then further review and contact you with a response within 10 working days.

Would like to escalate the complaint further, agreement not reached.

Satisfied with the outcome, Complaint is now closed.

STAGE THREE

If you are still dissatisfied, our Senior Customer Experience Manager will conduct a robust investigation and contact you with our Final Viewpoint within 15 working days.

Would like to escalate the complaint further, agreement not reached.

Satisfied with the outcome, Complaint is now closed.

STAGE FOUR

Complaint referred to The Property Ombudsman for an independent review.

ANALYSE AND IMPLEMENT IMPROVEMENTS

Any complaints received are used to help improve the services we provide to our clients. All feedback is taken onboard, and relevant training appointed where required.