Building Safety Complaints

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 Building Safety Complaints Procedure is open to anyone who receives or requests a service from Xenia Estates Limited or Xenia Estates Services Limited in relation to the safety of the Building.

How do I make a formal complaint?

If there is any element of our service relating to Building Safety that 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 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.

Email Complaints: support@xeniaestates.com

Written Complaints: Office 3.02, Colony Spring Gardens, 19 Spring Gardens, Manchester, M2 1FB

*Please note, this document outlines the procedure for **Building Safety related complaints only**. Should you have a general complaint or a complaint regarding an alternate topic, please see our 'General Complaints Procedure'. This can be found on our website or can be requested by emailing management@xeniaestates.com or support@xeniaestates.com.*

Building Safety Complaints

XENIA ESTATES

STAGE ONE

Head of Compliance & Risk

Please put your complaint in writing (email or letter) to the Head of Compliance & Risk, who will investigate and provide a response.

The Head of Compliance & Risk will:

- Acknowledge your complaint within 5 working days.
- Provide a unique reference number for your complaint.
- 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 Head of Compliance & Risk 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 TWO

Director of Estates

In the event any party remains dissatisfied with the outcome, following a robust investigation carried out by the Head of Compliance & Risk during the prior stage, the complaint will be referred to a Director of Estates, who will carry out a further investigation and issue a full written response with their final view point and proposed resolutions, where appropriate.

The Director of the Estates will:

- Acknowledge your complaint within 5 working days.
- Contact you again if additional information is required.
- Re-investigate and issue a Final Viewpoint letter within 15 working days of the complaint acknowledgement.

If, for any reason, the Director of Estates 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.

STAGE THREE

External Escalation – The Building Safety Regulator

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 Building Safety Regulator.

You may request this up to 12 months after receipt of our Final Viewpoint letter.

The Building Safety Regulator can be contacted:

- **Online:** https://www.gov.uk/guidance/contact-the-building-safety-regulator
- **By Telephone:** 0300 790 6787

XENIA ESTATES

COMPLAINT RECEIVED

STAGE **ONE**

Our Head of Compliance & Risk will review your Building Safety related complaint 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**

If you are still dissatisfied, our Director of Estates 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 **THREE**

Complaint referred to The Building Safety Regulator 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.