General 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.

*Should you have a complaint specifically related to **Building Safety**, please see our 'Building Safety Complaints Procedure' – this can be found on our website.*

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 make a formal complaint.

Kindly be advised that if you are a tenant residing in a property managed by Xenia Estates, any formal complaints must be submitted by your Landlord or Letting Agent. This policy ensures that the appropriate parties, responsible for the tenancy agreement and property management, are involved in addressing the matter efficiently.

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

General Complaints Procedure

STAGE ONE

Estates Manager

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

The Estates Manager will:

- Acknowledge your complaint within 5 working days.
- Provide a unique reference number for 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 15 working days of the complaint acknowledgement.

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

STAGE TWO

Associate Director

In the event any party remains dissatisfied with the outcome, following a robust investigation carried out by the Associate Director during the prior stages.

The Associate Director 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 Associate Director 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 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:** The Property Ombudsman, Unit 159756, PO Box 7169, Poole, BH15 9E
- **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 Estates Manager will initially investigate and contact you with a response within 15 working days.

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

*Satisfied with the outcome, **Complaint is now closed.***

STAGE **TWO**

Our Associate Director will then further review and contact you with a response 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 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.