

# In-House Complaints Procedure

Whilst Xenia Lettings strive to offer the best customer service possible, sometimes things go wrong. When it does, we need you to tell us about it, this will help us improve our standards.

Our staff will aim to resolve any issues for you as quickly as possible, so you remain satisfied with our service and to ensure our practices are as clear and transparent as possible.

However, should you wish to still raise a complaint please contact our Head Office team in the first instance, they can usually help resolve most complaints.

If the Head Office lettings team are unable to help you then please place your complaint in writing, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter);

**Email: [Contact@xenialettings.com](mailto:Contact@xenialettings.com)**

**Telephone: 0161 974 3575**

- We will send you a letter/email acknowledging receipt of your complaint within three working days of receiving it.
- We will then investigate your complaint; this will normally be dealt with by the Lettings Manager who will review your complaint and speak with the relevant parties. A formal written outcome will be provided within 15 working days of sending the above acknowledgement.
- If, at this stage you are still not satisfied, you should contact us again and we will arrange for a separate review of the complaint to be take place by a senior member of staff,
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter
- If you are still not satisfied after the last staff of the in-house complaint procedure you can request an independent review from The Property Ombudsman without charge

**Please note the following:**

*You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.*

*The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.*