Complaints Procedure

At Xenia Lettings, customer service is at the heart of what we do but we know that things don't always go according to plan. When things go wrong, we need you to tell us about it to ensure we are constantly improving our standards.

Stage One

Our team aim to resolve any issues as quickly as possible. However, if you believe you have a grievance, please submit your complaint, in writing, to the manager of the department you are dealing with:

- Lettings – Relevant Lettings/Accommodation Manager
- Property Management – Team Leader

We will acknowledge your complaint within 3 working days and then your grievance will be investigated fully. You will receive a written response within 15 working days of the initial acknowledgement.

If, for whatever reason, we require longer than 15 working days to investigate the matter, we will advise you in writing with a revised response date.

Stage Two

If you are dissatisfied with the response of your complaint, please write to the Operations Manager at:

Xenia Lettings, Marsland House, Marsland Road, Sale, M33 3AQ.

Your complaint will be acknowledged within 3 working days. The Operations Manager will complete a full internal investigation into your complaint, and you will receive a final written response within 15 working days.

Please be advised, a complaint will not be investigated unless you have completed Stage One of this complaint's procedure.

Stage Three

If you remain dissatisfied with the conclusion of our internal investigation into your complaint, you can refer the matter to The Property Ombudsman within 12 months of our final written response.

TPO require you to have completed this internal complaints procedure before you refer a matter to them. They can be contacted at:

The Property Ombudsman, Milford House, 43-45 Milford Street, Salisbury, SP1 2BP

*If you require the relevant email address for your complaint to be issued, please email **contact@xenialettings.com** and you will receive a response within 3 working days.*

Please note - this email address is purely for providing the necessary information and your complaint will not be read, deemed received or responded to.