

Complaints Procedure.

We are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you are unhappy about any of the services provided by Albion Block Management Ltd.'s service, please report the particulars to Lexingtons Property Management and Maintenance Ltd. If you are unhappy with an individual in Lexingtons Property Management and Maintenance Ltd sometimes it is best to approach him or her directly. If you feel this is difficult or inappropriate then speak to the staff member's manager or the Director. Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days.

If you are unhappy with the response please email a formal complaint to info@lexingtonsproperty.com

What will happen next?

1. We will send you an email acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our dedicated customer care officer who will review the matter and speak to the member of staff involved.
3. Your dedicated customer care officer will then invite you to a meeting to discuss and hopefully resolve your complaint. She will do this within 14 days of sending you the acknowledgement letter.
4. Within three working days of the meeting your dedicated customer care officer will write to you to confirm what took place and any solutions (s)he has agreed with you.
5. If you do not want a meeting or it is not possible your dedicated customer care officer will send you a detailed written reply to your complaint, including her suggestions for resolving the matter, within 21 working days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another officer or someone unconnected with the matter at the company to review the decision.
7. We will write to you within 14 working days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you can then complain to the Property Ombudsman using the TPO Complaints Form which can be downloaded below.

More details can be found at <https://www.tpos.co.uk/consumers/how-to-make-a-complaint>