



## **We would like to hear from you...**

### **The following paragraphs detail our feedback and complaints process.**

At Elysian, we encourage all feedback from our customers and homeowners, whether positive or negative. We will review your feedback and use it to review and continuously improve our service.

You can contact us through our website, [www.elysianresidences.com](http://www.elysianresidences.com), speak to us directly or write to us at Elysian Residences, 112-114 New Oxford Street, London, WC1A 1HH. We will then process your feedback according to the following procedure:

- The General Manager or appropriate member of staff will acknowledge a written complaint within 24 hours. All complaints must be received in writing.
- Elysian operates a Two-Stage Complaint Process for handling any disputes
  - **Stage One (formal complaint stage)** will involve the General Manager or authorised Manager, who will investigate the complaint fully and provide a written response within 14 days of receipt of the complaint, detailing whether the complaint is upheld or not and including reasons for the decision.
  - **Stage Two (appeal stage)** where a complaint needs to be escalated, will involve the Director of Operations or authorised Senior Manager, reviewing the initial stage and circumstances surrounding the complaint. A written response will be provided within 14 days of receipt of the appeal and will state whether the complaint is upheld or not, including reasons for the decision.
- Elysian will not discriminate against anyone who makes a complaint. If a complainant behaves inappropriately in making a complaint Elysian will seek to manage that behaviour as necessary, while treating the complaint like any other.
- We may wish to contact you directly during our review process. If you would prefer us to contact an intermediary who is acting on your behalf, you must inform us of this in writing for this to be arranged and we will co-operate with that person in the same manner.

If you are not satisfied with our handling of your feedback or the outcome, or we fail to provide a final decision by the relevant deadline, you may refer your complaint to the relevant Ombudsman:

- Housing /property/operational issues: The Property Ombudsman: Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP. Tel: 01722 333306. Web: [www.tpos.co.uk](http://www.tpos.co.uk).
- Care issues: Local Government (Social Care) Ombudsman: Tel: 0300 061 0614. Web: [www.lgo.org.uk](http://www.lgo.org.uk).

We will co-operate fully with the relevant Ombudsman service during any investigation and comply fully with the resulting decision, which will be binding on us.