

NEXIS: Internal Complaints Handling Procedures

Here at NEXIS we pride ourselves on the level of customer service that we provide. In the event that you feel dissatisfied with our service and wish to make a complaint, you will need to follow our Complaints Handling Procedure (CHP), details of which can be found below:

Membership details

NEXIS is a member of The Property Ombudsman Scheme (TPOS).
By belonging to this organisation, we are required to follow strict professional standards.

Stage One – Line Manager

We would request that you initially make your complaint in writing to the Manager in charge of the section of our company to which the issue arose. Upon receipt of your complaint he/she will assess your submission and will respond within 5 working days of receiving your written complaint.

Contact details:
Leanne Southern
Head of Property Management
T: 0161 839 1680
E: leanne.southern@nexis-property.com

We aim to resolve all complaints during this initial stage. However, if you are still dissatisfied, you will need to progress your complaint through the following process.

Stage Two – Office Manager

If you wish to progress your complaint beyond the line manager, you must do so within 28 days of receiving their response. Once in receipt of your complaint, which must be in writing, the office manager will acknowledge your correspondence within three working days. You will receive a full response within 5 working days.

Contact details:
Tina Gong
Office Manager
T: 0161 839 1680
E: tina.gong@nexis-property.com

Stage Three – CEO

Should you feel we have not satisfactorily dealt with the matter; you may address your complaint to the CEO, this must be done within 28 days of the letter from the office manager. Your correspondence will be acknowledged within three working days and he/she will issue a Final Viewpoint letter within a further 5 working days.

Contact details:

Vincent Cheng

T: 0161 839 1680

E: vincent.cheng@nexis-property.com

Stage Four - The Property Ombudsman Scheme

Upon receipt of our Final Viewpoint letter, in the event that you remain dissatisfied, you may contact the Ombudsman.

The contact details for The Property Ombudsman Scheme are as follows:

Telephone: 01722 333 306, email: admin@tpos.co.uk, website: www.tpos.co.uk or post:

TPOS Complaints, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP

The Ombudsman will not consider your complaint until you have exhausted our internal complaints procedure.