



Complaints Procedure

We'd really like to hear from you if we do something well, but we realise that we don't always get things right and on occasion problems arise that you need to bring to our attention. Our aim is to listen and to resolve any issues quickly and informally to an agreeable solution.

In the event that you wish to register a formal complaint this process details how you can do so.

Stage 1

If you wish to register a complaint by letter or email please contact our Complaints Team:

Complaints Team
LIV, Whitehall Waterfront,
2 Riverside Way, Leeds LS1 4EH
Email resolutions@liv-group.co.uk

If you want to make a formal complaint by telephone our Complaints Team will complete a complaint form on your behalf. This will be sent to you within two working days so that you can check that it is a fair summary of your complaint. Please contact us immediately on receipt if you feel that this is not the case.

Our Complaints Team will ensure that your complaint is acknowledged and directed to the appropriate manager who will investigate and respond in full.

- **We will acknowledge the complaint in writing within three working days of receipt and advise you who will provide the detailed response.**
- **We will provide a full written response within 10 working days of the complaint being made.**

As far as possible we aim to resolve your complaint at this stage. In the event that you feel that you need to take the matter further you can escalate your complaint to Stage 2 of our procedure as follows.

Stage 2

LIV provides a range of services to clients and customers and so it is important that your complaint is escalated to the most appropriate Senior Manager. You should send your complaint with all supporting information and details about why you remain dissatisfied to one of the following.

If you are a Landlord or a resident of property managed by LIV please contact:-

Helen McMurray
Customer Experience Manager
LIV, Whitehall Waterfront, Leeds, LS1 4EH, 0113 244 2444
helen.mcmurray@liv-group.co.uk

If you are a leaseholder who owns a property in a development managed by LIV please contact:-

Dan Dickinson
Head of Block Management
LIV, Whitehall Waterfront, Leeds, LS1 4EH, 0113 244 2444
dan.dickinson@liv-group.co.uk

- **We will acknowledge your complaint in writing within 3 working days of receipt and it will be investigated with the aim of bringing the matter quickly to a conclusion.**
- **We will provide a full written response within 15 working days of the complaint being escalated.**

Continued Overleaf

Whitehall Waterfront, 2 Riverside Way, Leeds LS1 4EH
Tel 0113 244 2444 Email resolutions@liv-group.co.uk
Web liv-group.co.uk



Complaints Procedure - Continued



Stage 3

If you believe that we have not adequately responded or resolved the issue you should write to our Managing Director who will then independently review your complaint and will involve, if necessary other senior executives to try to resolve the matter. You may be required to attend a meeting to discuss the problem with us.

Please contact:

Mrs Helen Peace

Managing Director

LIV, Whitehall Waterfront, 2 Riverside Way, Leeds LS1 4EH

Email helen.peace@liv-group.co.uk

Telephone 0113 244 2444

- We will acknowledge your complaint in writing within 3 working days of receipt
- We will provide a full written response within 15 working days of the complaint being made.

Ombudsman Service

If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

www.tpos.co.uk/

Email admin@tpos.co.uk

Telephone 01722 333306

The Property Ombudsman, Milford House, 43 - 55 Milford Street, Salisbury, Wiltshire, SP1 2BP

Data Protection

If your complaint is in relation to data protection then you can still contact our complaints handler. Your complaint will be immediately referred to our Data Protection Administrator who will lead the investigation and keep you updated on the process and timescales.

Definition of a complaint

Complaints can be made by any of our customers including for example; leaseholders, tenants, Landlords, Freeholders or Directors of Management Companies, about any aspect of our service, management.

You can make a complaint in writing, verbally or on a complaint form. You are welcome to call to discuss the matter at any point in the process.