

Complaints Resolution Procedure - Block

We would really like to hear from you if we do something well, but likewise we realise that we do not always get things right and on occasions problems arise that you need to bring to our attention. When that happens, we want to hear from you - our aim is to listen and to resolve any issues quickly and informally, but when appropriate it will be escalated to a Senior Manager.

There are two stages to our formal resolution procedure.

Stage 1

If you wish to make a complaint then it will need to be in writing and either by letter or email, accompanied with any supporting information, and addressed to our Complaints Resolution Team, and they will direct it to an appropriate Senior Manager.

Complaints Resolution Team
LIV Group
Whitehall Waterfront
2 Riverside Way
Leeds
LS1 4EH

Email: resolutions@liv-group.co.uk

Our promise to you:

- **Our Complaints Resolution Team will acknowledge your complaint in writing within 5 working days of receipt and advise you who will investigate your complaint.**
- **We will provide a full written response within 15 working days of the complaint being received.**

Please note that if we need to ask for further any clarification, information, or documentation then this timetable will be suspended until such time as it is provided, or in other exceptional circumstances.

We aim to resolve your complaint at this stage. If you feel that you need to take the matter further, you may escalate your complaint to **Stage 2**.

Stage 2 – final stage

If you believe that you have not adequately resolved your complaint, you should write to our Complaints Resolution Director to request a review of the previous response and provide such further or additional evidence you may consider relevant. You may be asked to attend a meeting to discuss your complaint.

Please contact:

Complaints Resolution Director - Paul MacAinsh
Thamesbourne Lodge, Station Road, Bourne End, Buckinghamshire, SL8 5QH
paul.macainsh@qdime.co.uk

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Ombudsman Service

If you are still not satisfied after the last stage of the in-house complaints' procedure (or more than 8 weeks has lapsed since the complaint was first made) you may request that The Property Ombudsman carry out an independent review. For further details of The Property Ombudsman's PO rules please see: www.tpos.co.uk.

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our Stage 2 response and include any evidence to support your case. Please note that The Property Ombudsman requires that all complaints are first addressed through the Company's in-house complaints procedure before being submitted for an independent review.

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 Officer 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 by leaseholders, tenants, Landlords, Freeholders or Directors of Management Companies, about any aspect of our service or 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.