

Customer feedback

Compliments &
complaints



Livv Housing Group are committed to providing a high-quality housing service in a professional and efficient manner.

We welcome your compliments, suggestions and complaints because we use your feedback to identify areas of our service where we need to improve.

We keep records of all the feedback we receive. We check complaints regularly to make sure we are dealing with them effectively and consistently.

Who can make a compliment, suggestion or complaint ?

Any of our customers. These include:

- Livv tenants or representatives (e.g. friends or family acting on behalf of the tenant with their permission.)
- leaseholders
- housing applicants
- non-Livv tenants or members of the public
- Councillors, MPs and other elected representatives
- Citizen's Advice Bureau and other advocacy agencies
- Board members.

The complaints procedure is not a legal process; therefore solicitors may only act as an advocate and not as a legal representative.

Compliments or suggestions

If you have been particularly pleased with the service you have received from Livv or have a suggestion on how we can improve a service then please let us know by;



phoning us **0151 290 7000**



emailing us at **feedback@livvhousinggroup.com**



using Live chat available via our website **livvhousinggroup.com**



speaking to a member of staff in our office
Lakeview, Kings Business Park, Prescot, L34 1PJ



writing us a letter:
**Customer Feedback team, Livv Housing Group, Lakeview,
Kings Business Park, Prescot, L34 1PJ**

We will use your feedback to continually improve our services.



What is a complaint?

A complaint is 'an expression of dissatisfaction with a standard of service, action or lack of action from Livv Housing Group where a response is required'. This could include a perceived service failure or a failure against local or national standards.

A formal complaint is not:

- a request for a service e.g. initial reporting of a repair
- a request for information on our policy, or
- an appeal for a review of a decision.

Livv Housing Group will aim to handle all expressions of dissatisfaction at first point of contact and informally. However, if the action taken does not resolve the complaint a formal complaint will be logged and fully investigated in line with our two stage process.

How to make a formal complaint

We will try to resolve your complaint at the time you make it. However, if you are not happy with the outcome, then you can:

- phone us **0151 290 7000**
- email us at **feedback@livvhousinggroup.com**
- use Live chat available via our website **livvhousinggroup.com**
- speak to a member of staff in our office
Lakeview, Kings Business Park, Prescot, L34 1PJ
- write us a letter: **Complex Queries & Complaints team, Livv Housing Group, Lakeview, Kings Business Park, Prescot, L34 1PJ.**

What will happen next?

Stage 1

You will be contacted by a member of the Complex Queries & Complaints team within one working day of receiving your complaint. This will usually be via a phone call or email. You will be asked to provide further details of your complaint and how you would like it to be resolved.

The member of the Complex Queries & Complaints team handling your complaint will aim to complete the necessary investigations with the relevant departments and provide you with a written response within 10 working days

Escalating your complaint

If you are unhappy with the outcome of your complaint you can request that it is reviewed. You will need to provide us with specific reasons for requesting this review and/or provide additional information that has not previously been considered. Your request may be refused if Livv Housing Group can demonstrate that they have followed policy or legal requirements.

Your request should be made within 21 calendar days, however this period may be extended under certain circumstances, for example if you were in hospital.

You will be contacted within three working days from when the escalation request was received to acknowledge the escalation and to confirm whether it has been accepted.

Stage 2 – review by a manager/director

Stage 2 of Livv Housing Group's process involves your complaint being reviewed by a manager or director. You will be given the opportunity to discuss your complaint or to have a friend, family member or advocate to speak on your behalf.

You do not have to attend the review and it can be heard in your absence or over the phone.

The manager/director will aim to provide you with a response within 20 working days of your hearing with their outcome.

Designated Person and Ombudsman Services

If, following the outcome of the hearing you remain dissatisfied you can approach a designated person, these include:

- any MP
- any Knowsley Councillor.

The 'designated person' has the opportunity to try and resolve the complaint directly with Livv Housing Group or alternatively they can refer the complaint to the Housing Ombudsman.

If you do not want your complaint to be looked at by a 'designated person' you can refer your complaint directly to the Housing Ombudsman, however you must wait at least eight weeks before doing so.

Further details regarding the Housing Ombudsman service, including how to make a complaint to them can be found on their website housing-ombudsman.org.uk. Alternatively you can phone them on **0300 111 3000** or you can write to them at:

Housing Ombudsman Service, PO Box 152, Liverpool, L33 7WQ.