

# Customer feedback

Compliments &  
complaints



**Livv Housing 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 Housing Group tenants or representatives (e.g. friends or family acting on behalf of the tenant with their permission.)
- Leaseholders
- Housing Applicants
- Non-Livv Housing Group 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.

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# Compliments or suggestions

If you have been particularly pleased with the service you have received from Livv Housing Group, 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, Knowsley 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?

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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

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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:

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



# What will happen next?

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## Stage 1

You will be contacted by a member of the customer feedback 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.

You will then be contacted by a manager from the team you are complaining about within five working days. They will discuss the complaint with you and try to resolve the matter.

If during these initial discussions the manager is unable to resolve the complaint they will provide you with a written response within 15 working days of us acknowledging your complaint. If there is any delay, we will contact you to let you know.

## Escalating your complaint

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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 14 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 panel

Stage 2 of Livv Housing Group's process involves your complaint being reviewed by a panel of three Livv Housing Group employees – the director or head of the service you are complaining about and two managers. You will be given the opportunity to discuss your complaint with the panel 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.

The panel will aim to contact you within 10 working days of the meeting with their outcome.

## Ombudsman Services

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If, following the outcome of the hearing you remain dissatisfied you can refer your complaint directly to the Housing Ombudsman.

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](http://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.**