

Customer feedback

Compliments &
complaints



We're 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 make continuous improvements to our services.

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

Who can make a compliment, suggestion or complaint ?

We'll investigate complaints from:

- any of our customers including shared owners or leaseholders who we provide a service for
- anyone acting as a representative of a customer where permission has been given by the customer to act on their behalf
- councillors, MPs and other elected representatives
- residents groups
- former customers
- housing applicants (not including complaints about banding on Property Pool Plus as these are managed by the Local Authority).

Giving us your feedback

If you want to make a complaint, share a compliment or offer us a suggestion for how we can improve, let us know:



Call us **0151 290 7000**



Email us **feedback@livvhousinggroup.com**



Use Live Chat on our website **livvhousinggroup.com**



Write to us at:

**Complex Queries and Complaints Team, Livv Housing Group,
Lakeview, Kings Business Park, Prescot L34 1PJ**

Your feedback will help improve our services.



What is a complaint?

We use the Housing Ombudsman's definition of a complaint, which is "an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual customer or group of customers."

The type of complaint we can consider may include, but isn't limited to:

- failure to provide a service when we should have done so
- provided a poor standard of service
- made a mistake in the way we have provided the service
- failed to meet our existing service standards or complied with our policies.

We'll first try to resolve any concerns on a 'there and then' basis where possible. This means putting something right quickly and offering an apology where necessary.

What will happen next?

A member of our Complex Queries and Complaints Team will contact you within five working days of you raising your concerns. This will usually be a phone call or email. You'll be asked to provide further details of your complaint and how you'd like it to be resolved. If we can resolve your matter 'there and then' we will, but you can request for the matter to be managed as complaint.

Stage one

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

We'll send you a letter detailing our findings, actions and learnings within 10 working days of your complaint being raised.

Escalating your complaint

If you're unhappy with the outcome of your complaint you can request that it's escalated to a stage two. 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 we can show that we've followed policy or legal requirements.

Your request should be made within 28 calendar days from you receiving your stage one outcome letter, however this period may be extended under certain circumstances.

Stage two

Review by an independent manager or director.

We'll give your complaint to an appropriate independent senior colleague who has not been involved in your original complaint, who will then carry out further investigations.

Within 20 working days, we'll provide a letter to you, detailing our findings and any actions required.

Housing Ombudsman

For help and advice about a complaint or concern you have, you can contact the Housing Ombudsman at any time.

If you aren't satisfied with the outcome of your stage two complaint, you can refer your dispute directly to the Housing Ombudsman.

For more information about the Housing Ombudsman Service, including how to make a complaint:

- visit housing-ombudsman.org.uk

- call **0300 111 3000**

- write to:

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