

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).
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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.

Stage two

Reviewing your formal complaint

If you feel that we haven't fully resolved your complaint, you can ask to move to stage two of our complaints process.

You don't need to explain why you're asking for a stage two review and we'll acknowledge your stage two complaint within five working days. During the review we'll try to understand why you're still unhappy and what you want from the review.

A different colleague will handle your stage two complaint, and we'll give you a final response within 20 working days of acknowledging your complaint.

If we can't meet this 20-day deadline, we'll let you know why and when you can expect a response. We'll communicate this to you by letter or email and include the Housing Ombudsman's contact details.

Our Complaints Advisor will stay in touch with you throughout the process and give you a chance to comment on our findings before we issue our decision. A stage two review is our final response.

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 1484,
Unit D,
Preston,
PR2 0ET**