Complaints and Compliments Policy

1. What this policy is about

1.1 This policy sets out our approach to dealing with customer feedback whether complaints, compliments or comments that are reported to Livv Housing Group.

1.2 The policy applies to any customers and will include tenants, residents, leaseholders and freeholders or any advocate authorised to act on their behalf.

1.3 It sets out how we deal with customer complaints by aiming to resolve problems quickly, consistently, and fairly. It explains how we use complaints as an opportunity to learn, develop and use our customers' experiences and feedback to improve our services.

1.4 This policy has links to and needs to be read alongside our Compensation and Remedies Policy.

2. Our approach

2.1 We want to hear from our customers when they feel dissatisfied with their home or the service we have provided. This policy sets out that:

- We make it easy for our customers to tell us their concerns.
- Feedback is important to us. We want to take the opportunity to fix a problem, rebuild trust with our customers, learn from feedback and improve our services.
- We will respond appropriately by putting things right and offering fair, consistent and proportionate remedies.

2.2 We welcome complaints made to us through all routes, including those raised over the phone or face-to-face, by letter or email, using the internet, web chat, Livv Online and social media, or by advocates or other people who are authorised to act on a customer's behalf.

2.3 We will publicise our Complaints and Compliments Policy through our newsletters and other campaigns, to ensure our customers know how to make a complaint or compliment to us. Our policy and details of how to contact the Housing Ombudsman are clearly displayed on our website. The Housing Ombudsman can be contacted at any stage of a complaint for impartial advice.

This policy applies from 1 August 2026
This policy applies to: Livv Housing Group, Livv Homes, Livv Maintenance

What is a complaint?

2.4 We adopt the Housing Ombudsman's definition of a complaint, as "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."

Types of complaints

2.5 The type of complaint we can consider may include, but is not limited to:

- Failure to provide a service when we should have.
- Provided a poor standard of service.
- Made a mistake in the way we provided a service.
- Failure to meet our existing service standards or comply with our policies.
- Relevant building safety complaints.

2.6 When a customer is unhappy, we will try to resolve their issue as early as possible. This means putting something right quickly and offering an apology where necessary. We will offer to raise a complaint whenever there is dissatisfaction, but we recognise that not all customers want to go through the formal process. This information will be logged to provide a clear record of all dissatisfaction raised.

Who can make a complaint?

2.7 We will accept and investigate complaints in line with this policy from:

- Any of our customers including shared owners or leaseholders.
- Anyone acting as a representative of a customer where permission has been given by the customer to act on their behalf.
- Councillors/MPs.
- Residents' groups.
- Former customers.
- Housing applicants (not including complaints about Choice Based Lettings as this is managed by the Local Authority through their appeals process).

Complaints sent to Executive Officers

2.8 Correspondence about dissatisfaction sent directly from a customer to an Executive or Board Member will be redirected to the complaints team to manage in line with this policy.

What is not a complaint?

2.9 Livv Housing Group does not consider any of the following as a complaint or service failure and will not investigate these:

- Reports of anti-social behaviour or breaches of tenancy.
- Complaints concerning the level of rent or service charge or the amount of the rent or service charge increase (we will accept complaints about the quality or frequency of works which are paid for through service charges).
- Personnel matters including issues about colleague employment, former employment or applications for employment.
- Complaints about colleague or contractor conduct will be fully investigated and we will aim to provide a suitable resolution to the complaint. However we will not provide specific information about any internal or disciplinary action taken as a result. Any colleagues that are the subject of a complaint will not take part in the investigation process.
- Issues that are subject to legal action or proceedings are out of scope for this policy and will be managed by the solicitor appointed to act on our behalf. This would include disrepair cases where there is a specific process in place.
- Where a separate appeals process has been instigated.
- Insurance claims. These will be handed to the relevant legal / insurance company.
- Things that happened more than 12 months ago which have not been raised since (there are some occasions when this will be considered if a complaint relates to safeguarding or health and safety issues).
- Matters that have previously been considered under our Complaints Policy.
- Complaints relating to another service provider that is not a sub-contractor of Livv Housing Group cannot be investigated and will need to be directed to the relevant provider – e.g. any complaints about services delivered by the local authority such as bin collections, or a utility supplier such as a power cut.
- Making a request for service or information.
- Anonymous complaints – these are still recorded as feedback. Although we do not treat these issues as a complaint under this procedure, we will deal with them in an appropriate manner.

2.10 If we decide not to accept a complaint, a detailed explanation will be provided to the customer setting out the reasons why the matter is not suitable for the complaints process within 10 working days of a request being made. All customers have the right to challenge our decision by bringing their complaint to the Ombudsman, or to the Building Safety Regulator if the complaint relates to building safety.

2.11 We will always look at complaints from the customer's perspective. We will seek to understand and respond to the needs of all our customers and treat people fairly and with respect. By listening, not assuming, we will find out what a customer would like to happen to resolve the issue and put things right.

Timescales and escalation

Stage One

2.12 We will acknowledge receipt of a complaint within a maximum of five working days and aim to resolve all complaints within the following 10 working days.

- We will discuss the complaint with the customer to try and agree a resolution.
- We will keep them updated about what we are doing to address the issue and confirm the outcome in writing.
- Sometimes, we may need a little longer to resolve a complaint; we will explain this and agree a new date with the customer. This will be up to an additional 10 working days.

2.13 If a customer is unhappy with our resolution, they can ask for their complaint to be reviewed at stage two within eight weeks of receiving the stage one complaint response.

Stage Two

2.14 We have five working days to review and acknowledge a request for escalation to stage two, during this time we will ensure that that we have all the information we need to complete the review. Should the complaint details have changed, and the complaint now fall under the details in section 2.9, we may decline to escalate. This will be discussed with the customer and followed up in writing, detailing an alternative course of action if relevant. If stage two is accepted, we will confirm this with the customer and explain the stage two process.

- A person who has not previously been involved at stage one will complete an independent review within a further 20 working days from accepting the stage two complaint.
- The reviewer will work with the customer throughout this time to resolve the complaint.
- Customers can have an advocate to support them making a complaint and, where possible, we will put in place any reasonable adjustments for customers with any additional requirements and requests.
- Customers may also be accompanied at any meeting.
- Sometimes we may need a little longer to fully resolve a complaint, for example, if there are several parts to the complaint escalation. In these circumstances, we will work with the customer to explain why and when a response can be expected. This will be up to an additional 20 working days.

2.15 At the end of each stage, we will summarise our position and may call the customer to explain our findings and decisions before confirming this in writing.

2.16 When we have exhausted both stages of our internal complaints process, if we are unable to resolve the issue to our customer's satisfaction, they can refer their complaint to the Housing Ombudsman or Building Safety Regulator, for relevant complaints on building safety, and ask for it to be investigated. Contact details are supplied in our response letters and on our website.

2.17 Customers can contact the Housing Ombudsman at any point during the complaints process and they may be able to provide them with further support or advice, however they are unable to investigate until the complaint has been through our internal complaints procedure.

Putting things right

2.18 We know how important it is to say sorry when we get things wrong. We will always let our customers know how we plan to put things right as a result of their complaint.

2.19 We will look beyond the circumstances of the individual complaint when agreeing actions needed. This may include referrals to our wellbeing team or external agencies.

2.20 We will log all actions required to ensure that the actions needed to resolve the complaint are monitored and followed through to completion.

2.21 If something hasn't gone as it should, we'll acknowledge it and take responsibility for any mistakes. When putting things right and apologising isn't enough, we'll consider offering compensation, in line with our Compensation and Remedies Policy.

2.22 All customers are encouraged to take out home content insurance to cover their household and personal items.

Compliments

2.23 We take pride in delivering an excellent service and welcome the compliments customers share with us. We know how powerful positive feedback can be, so we endeavour to use this to develop best practice, improve our service and recognise our employees. When customers take the time to praise a colleague or team, we will always share their compliment with them.

Managing unacceptable behaviour and repeat complaints

2.24 We recognise that sometimes our service failures may cause dissatisfaction for customers. Our colleagues are trained and supported to deal with all customers in a respectful way and we want our customers to treat us in the same way. We will deal with all complaints fairly, consistently, and appropriately. We recognise that all our customers have a right to be heard, understood, and respected. However, if a customer behaves in a way which could be considered inappropriate, abusive, where harassment occurs or in any instance where our colleagues feel uncomfortable dealing with the customer's behaviour, we will not be able to investigate the complaint.

2.25 Our Equality, Diversity and Inclusion Policy sets out how we are committed to "create a working environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all".

2.26 We treat all of our customers with fairness and respect and this is embedded in our values. Our colleagues are trained and supported to do this and we expect anyone who contacts us to treat us in the same way.

2.27 We understand that situations arise that cause some people to feel frustrated or upset, but where this turns into unacceptable or unreasonable behaviour we will take steps to address this. Our Unacceptable Behaviour Policy sets out how we will respond to and manage unacceptable or unreasonable behaviour.

3. Responsibilities

3.1 All colleagues are responsible for carrying out their work in line with this policy and associated procedures. Executive Director - Customer Insight is responsible for overall implementation of this policy. Specific responsibilities are set out below:

Role	Responsibility
Customer Committee	Final approval of the policy
Director of Customer Services	To strategically oversee the complaint and compliment process
Complaints Manager	Managing the complaint and compliment process
Complaints Team	Overseeing the complaint and compliment process
Compliance & Legal Team	To ensure all relevant building safety complaints are fully investigated and recorded
Individual Teams	Completing full investigations of complaints

4. Monitoring and review

4.1 To monitor performance, we have the key performance indicators below:

- Stage one complaints per 1000 homes.
- Stage two complaints per 1000 homes.
- Stage one complaints response time.
- Stage two complaints response time.

4.2 We will complete an annual Housing Ombudsman self-assessment and publish it on our website.

4.3 We have a designated Board Member responsible for Complaints and we will provide regular assurance reports to them.

4.4 We provide regular performance reports to the Executive Team and Customer Committee.

4.5 To ensure that we are continually improving the way in which we handle complaints, we will ask customers who have need to complain about their views on how their case was handled and what we can do to improve our service.

4.6 We will record where we have made improvements to our services and procedures, as a result of customer feedback, including the learning we take from complaints.

4.7 We will review this policy every three years, or sooner if our monitoring of the policy identifies that changes are required, for example because of changes to law, regulation or related Livv strategies and policies.

Control framework

Compliance

This policy supports compliance with:

- Regulatory Compliance, in particular the Transparency, Influence and Accountability Standard
- Legislative Compliance, in particular the Membership of Housing Ombudsman Service and Housing Ombudsman Code
- Tenant Satisfaction Measures 2023
- Building Safety Act 2022

Document control	
Version	1.3
Policy applies from	v1.3 1 August 2026 v1.2 9 May 2025
Policy applies to	Livv Housing Group; Livv Homes; Livv Maintenance
Approved by	v1.2 and 1.3 Customer Committee v1.1 and 1.0: Executive Director – Customer Insight
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Updating	Complaints and Compliments Policy 2024-2027 version 1.2
Next review due by	February 2027
Responsible Executive Director	Executive Director – Customer Insight
Policy author	Director – Customer Services
Equality Analysis	September 2023
Environmental Impact Assessment	Not required
Circulation	Intranet; Livv Housing Group website

Version control		
Version	**Date of Review**	**Summary of changes made**
1.3	July 2026	Content on compensation revised, and Appendix 1 removed, due to introduction of new, separate Compensation and Remedies Policy. Content on unacceptable behaviour and repeat complaints revised to reflect introduction of new, separate Unacceptable Behaviour Policy.
1.2	May 2025	Policy updated to: reflect the Energy Ombudsman's new jurisdiction in relation to Heat Network complaints; clarify our approach to complaints made about the conduct of Livv colleagues or subcontractors; clarify the timescale for acknowledging Stage 2 complaints; correct the timescale for extensions at Stage 2.
1.1	April 2024	Policy updated to reflect the new requirements of the Housing Ombudsman Code and the Building Safety Act.
1.0	February 2024	Full review of previous policy in line with Group policy framework.