

# Complaints, Compliments and Feedback Policy

Date approved: 04/05/2024

Our complaints, compliments and feedback processes are here for you to help us improve services. We will respond quickly, be polite, and act fairly to make sure you are listened to and we put things right.



If you are unhappy with our standard of service or something we have done or still need to do, please let us know. We treat all complaints as an opportunity to do better.

You can make a service request when you need us to put something right. For example, if we do not return your call within a reasonable timescale or we have arrived at the wrong time for an appointment. We will ring you to resolve the issues, but if you are unhappy with our response, you can follow the steps below.

## Stage 1

If we do not get things right during your service request you can ask us to look at it as a complaint. We will confirm this with you in **5** working days.

One of our complaint's investigators will review your complaint and inform you of the outcome within **10** working days. This can be extended if more time is needed.

## Stage 2

If we have not got things right at Stage 1, you can ask us to review our decision. This request must be made within 20 working days of us issuing our Stage 1 response. We will confirm this with you in **5** working days and assign a new complaints investigator.

They will review the original investigation and finding and let you know the outcome within **20** working days. This can be extended if more time is needed.

We will not consider the following matters as a complaint:

- Issues older than 12 months which you were aware of but didn't report
- An issue where legal proceedings have started
- An issue which has already been through our complaints process
- Anonymous complaints with not enough information

We will protect our staff from unacceptable behaviour. This includes aggressive or abusive behaviour, refusing to accept our explanation and repeating the same issue. If an illness or disability causes this behaviour, we will encourage you to seek someone to act on your behalf.

If you are unhappy at any point during the complaint process or find an outcome unsatisfactory, you can contact the Housing Ombudsman:

- ☎ 0300 111 3000
- ✉ [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)
- 📍 Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ

Please let us know if you or someone else in your household has any vulnerabilities.

You can make a complaint by phone, email, Live Chat or My Livin app.

### What next?

[Read the full policy at livin.co.uk/policies](http://livin.co.uk/policies)    [Not satisfied with this service? Let us know at livin.co.uk/complaints](http://livin.co.uk/complaints)

Contact us by phone if you need a copy of this policy or more information about feedback and complaints, we will be happy to post this out to you.

Please let us know if you need additional support to read this document.

We can provide this document in over 250 languages. Our most common are:

عربي (Arabic)    Български (Bulgarian)    Hrvatski (Croatian)    čeština (Czech)    ڤسراف (Farsi)  
Magyar (Hungarian)    polski (Polish)    Português (Portuguese)    Română (Romanian)  
Español (Spanish)    Український (Ukrainian)

Request this document in an alternative format:



Call us on 0800 587 4538  
email us on [contactus@livin.co.uk](mailto:contactus@livin.co.uk) or  
Live Chat with us at [www.livin.co.uk](http://www.livin.co.uk)



Farrell House, Arlington Way DurhamGate,  
Spennymoor, Co. Durham, DL16 6NL

- 🌐 [livin.co.uk](http://livin.co.uk)
- ✉ [contactus@livin.co.uk](mailto:contactus@livin.co.uk)
- ☎ 0800 587 4538
- 📺 wearelivin
- 📧 @weare\_livin

Download the My Livin app today. Just search Livin in your app store or scan the QR code...

