

IN-HOUSE COMPLAINTS PROCEDURE

We are committed to providing a professional service to all our clients and customers. If things go wrong, we need you to tell us about them. This will help us to improve our service going forward and resolve issues as soon as possible.

If you have a complaint, please put this in writing (letter or email) to us. We will then aim to acknowledge and respond in line with the timescales and stages set out below. The process should take no longer than 8 weeks.

Write:

LPC Living Ltd
PO Box 793
Rochdale
OL16 9TR

Email: customercare@lpcliving.co.uk

We consider the needs of the individual and, where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

Stage 1 - Your Complaint

Please put your complaint in writing either by letter or email and address it to Customer Care. Please include as much detail as possible, including dates, names of any members of staff you dealt with and where you are able to enclosing/attaching any supporting evidence.

Stage 2 - Our Acknowledgement

Your complaint will be acknowledged and we will start our in-house complaints process.

Timescale – We aim to respond within 3 working days of receiving your complaint

Stage 3 - Our Investigation

Your complaint will be investigated and we will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate.

Timescale – We aim to respond within 15 working days of receiving your complaint

Stage 4 - Our Final Investigation

If you remain unhappy, your subsequent complaint will be investigated and we will provide a written response outlining our final position and proposing resolutions where appropriate.

Timescale – We aim to respond within 15 working days of receiving your subsequent complaint.

Stage 5a – Complaints about our obligations to you

For complaints about our obligations to you, you can refer your complaint to The Property Ombudsman:

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
SP1 2BP

Tel: 01722 333306 / **Email:** admin@tpos.co.uk

Timescale - You must refer your complaint to The Property Ombudsman within 12 months of the date of our final viewpoint letter

Stage 5b – Issues with your lease and service charges

For complaints about your lease and the services provided under your lease, you can refer to the First-Tier Tribunal. For example:

- Increases in service charges and estate charges
- The fairness of charges applied in line with your lease
- The quality of management services provided
- Consultation on major works and contracts

Operates 5 regional tribunals in England:

<https://www.gov.uk/courts-tribunals/first-tier-tribunal-property-chamber>