



Complaints Procedure

Liverpool Alive Ltd is a member of The Property Ombudsman Scheme (TPOS) for lettings.

We welcome and encourage feedback of all kinds from our customers. If you have a Complaint about our services, our customer service, or about our employees & subcontractors, not only do we want to resolve it to your satisfaction but we also want to learn from it in order to improve our business and customer experience in the future.

The aim of this process is to resolve all customer issues or concerns as quickly as possible. In the majority of cases many issues can be resolved quickly and amicably to customers' satisfaction by our branch colleagues.

Making a complaint

All Complaints should be made in one of the following ways:

- In writing, addressed to The Manager/Director, Liverpool Alive Ltd, 40 Rodney Street, Liverpool, L1 9AA
- By email, addressed to The manager/Director at info@liverpoolalive.com
- By contacting us by telephone on 0151 7068038

When making a Complaint, you will be required to provide the following information in as much detail as is reasonably possible:

- Your name, address, telephone number and email address (We will contact you using your preferred contact method as your Complaint is handled)
- Details of your Complaint including, as appropriate, all times, dates, events, and people involved
- Details of any documents or other evidence you wish to rely on in support of your Complaint
- Details of what you would like us to do to resolve your Complaint and to put things right.
(Please note that whilst we will make every reasonable effort to accommodate such requests, we are not bound to take any action beyond that which we may be contractually or otherwise legally obliged to take.)

Our Procedure

We operate a three -stage complaints handling procedure. Following our Complaints Procedure, our aim is to always resolve Complaints to your satisfaction at Level One without further recourse to Level Two. If you are not satisfied at the end of Level One, you may escalate your Complaint to Level Two. If you are still not satisfied at the end of Level Two, Complaints may progress to Level 3 which is an External Resolution as detailed below.

Stage One – Office Manager

Complaints should, in the first instance, be directed to the Office Manager. They will acknowledge your complaint in writing and then endeavor to liaise with you and resolve your complaint immediately.

Stage Two – Director

Should the Office Manager not be able to resolve your complaint to your satisfaction, you can request that we refer the matter to the Company Director

Stage Three – The Property Ombudsman Service

If you remain dissatisfied with the outcome of your complaint after dealing with the local branch and the Customer Relations Department or 8 weeks has elapsed since the complaint was first made, you may approach the Property Ombudsman.

Details of how to contact the Property Ombudsman can also be found online at www.tpos.co.uk.

For your information:

- You must make your complaint to the Property Ombudsman within 12 months of the date of our final correspondence
- The Ombudsman will not consider your complaint until our internal complaints procedure has been exhausted