

Complaints Handling Procedure

Version 1.1 | Last Updated: August 2026 | Next Review: February 2027

1. Our Commitment

Livin Residential Lettings Ltd is committed to providing a high standard of service to all landlords, tenants, applicants, and contractors. We recognise that occasionally things may go wrong. This policy explains how complaints can be raised, how they will be handled, and what steps can be taken if you remain dissatisfied.

Livin Residential Lettings Ltd is Regulated by RICS - the Royal Institution of Chartered Surveyors (Firm No. 723683) and is a member of The Property Ombudsman (TPO), a government-approved redress scheme.

2. What Is a Complaint?

A complaint is any expression of dissatisfaction, whether justified or not, about the service we have provided or failed to provide.

3. How to Make a Complaint

Complaints should be raised as soon as possible. They may be made in writing, by email, by telephone, or in person.

Contact: Livin Residential Lettings Ltd, Jock Sergisons Business Centre, Hyde Park Industrial Estate, Nelson Street, Doncaster DN4 5AB

Email: contact@lavinlets.co.uk | Tel: 0114 266 4747

This complaints procedure is also available on our website at lavinlets.co.uk

4. Acknowledgement and Investigation

- All complaints will be acknowledged within three working days of receipt.
- The acknowledgement will confirm who is responsible for investigating the complaint.
- We will investigate the matter thoroughly, gathering relevant information and liaising with any parties involved.
- All complaints are treated confidentially and impartially.

5. Our Response

We aim to provide a full written response within fifteen working days of acknowledging your complaint. The response will outline our findings and any proposed resolution. If we are unable to respond within this timeframe, we will explain the reason for the delay.

6. Escalation

If you are dissatisfied with our initial response, please inform us. Your complaint will be escalated to a director for further review. Escalated complaints will be acknowledged within three working days. Where possible, a final response will be issued within fifteen working days.

7. Referral to The Property Ombudsman

Livin Residential Lettings Ltd is a member of The Property Ombudsman (TPO), membership number T02227.

You may refer your complaint to The Property Ombudsman if:

- You have received our final written response and remain dissatisfied; or
- Eight weeks have passed since you first raised your complaint and no final response has been issued.

Any referral must be made within 12 months of our final correspondence.

The Property Ombudsman

Milford House, 43–55 Milford Street, Salisbury, Wiltshire SP1 2BP

Tel: 01722 333306 | Email: admin@tpos.co.uk | Web: www.tpos.co.uk

7A. Referral to RICS

Livin Residential Lettings Ltd is a firm regulated by the Royal Institution of Chartered Surveyors (RICS) – Firm No. 723683. If your complaint relates to a breach of professional standards or conduct, you may also raise it with RICS directly, regardless of whether you have referred the matter to The Property Ombudsman.

RICS Regulation Tel: +44 (0)20 7695 1670 Email: regulation@rics.org Web: www.rics.org/regulation

8. Insurance-Related Complaints

If your complaint relates to insurance matters, these will be handled separately to ensure compliance with Financial Conduct Authority requirements. We aim to issue a final response

within eight weeks. If you remain dissatisfied, you may refer the matter to the Financial Ombudsman Service within six months.

Financial Ombudsman Service, Exchange Tower, Harbour Exchange Square, London E14 9SR

Tel: 0800 023 4567 | Web: www.financial-ombudsman.org.uk

9. Record Keeping

We keep records of all complaints and outcomes to monitor service standards and improve our procedures.

10. Review

This policy is reviewed annually to ensure compliance with legislation, The Property Ombudsman Code of Practice, and RICS professional standards.