

**Livingcity Asset Management Limited**

**Complaints Handling Procedure**

1. Livingcity Asset Management Limited has appointed Paul James Atkins Bsc (Hons) MRICS to deal with complaints and his contact details are given below:

Livingcity Asset Management Limited  
Livingcity Centre  
10 Durling Street  
Ardwick Green  
Manchester  
M12 6FS

If you have a question or would like to make a complaint, please do not hesitate to contact him.

2. All complaints should be submitted in writing to Paul Atkins at the above address, even complaints that are initiated verbally.
3. Once we have received your written complaint, Paul Atkins will contact you in writing within seven days. At this stage, we will give you our understanding of your case. We will also invite you to make any further comments that you may have in relation to this.
4. Within twenty one days of receipt of your written summary, Paul Atkins will write to you, to inform you of the outcome of his internal investigation into your complaint and to let you know what actions we have taken or will take.
5. If you are dissatisfied with any aspect of our handling of your complaint or the outcome of our internal investigation, please contact Mark Gallimore, Managing Director of the Livingcity Group of Companies at the address given above, who will personally conduct a separate review of your complaint and contact you within fourteen days to inform you of the conclusion of this review.
6. If you are still unhappy with the result of any of the above, you can refer your complaint as set out below:
  - Commercial Clients - The Arbitration Procedure for Surveying Disputes if it falls within the scope of the Scheme.
  - Consumer Client - The Ombudsman Services: Property, PO Box 1021, Warrington, WA4 PFE.