

Livingcity Asset Management Limited

Complaints Handling Procedure

We are committed to providing a professional service to all our clients and customers and when something goes wrong, we need you to tell us about it.

If you have a complaint, please put it in writing, including as much details as possible, to Livingcity Asset Management, 10 Durling Street, Ardwick Green, Manchester M12 6FS. We will then respond in line with the timeframes set out below. If you feel we have not addressed your complaint within 8 weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter.

What will happen next?

- 1) We will send you a letter acknowledging receipt of your complaint within five (5) working days of receiving it.
- 2) We will then investigate your complaint. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- 3) If, at this stage you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by the Director of Asset Management.
- 4) We will write to you within 15 working days of receiving your request for review, confirming our final viewpoint on the matter.
- 5) If you are still not satisfied after the last stage of the in-house complaint procedure, or more than 8 weeks has elapsed since the original complaint was first made, you can request an independent review from The Property Ombudsman without charge.

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

01722 333306

admin@tpos.co.uk

www.tpos.co.uk

Please note - You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.