

Complaints Policy

Policy Statement

Living Needs Ltd is committed to providing the highest standards of service to its clients and stakeholders. We recognise that, despite our best efforts, concerns or complaints may occasionally arise. This policy outlines our approach to managing and resolving complaints fairly, transparently, and in a timely manner. It also sets out the responsibilities at all levels within the organisation for handling and responding to complaints.

Objectives

- To ensure that all complaints are handled promptly, professionally, and in a courteous manner.
- To ensure that all staff are adequately informed, trained, and supervised in matters relating to complaint handling.
- To comply with all relevant legislation, regulations, and the TPO Code of Practice.
- To promote a positive and open approach to feedback and continuous improvement.

1. Scope

This policy applies to all employees, freelancers, subcontractors, clients, and any other persons who may be affected by the services provided by Living Needs Ltd.

2. Acknowledgement

- Complaints must be submitted in writing (email or letter).
- We will acknowledge receipt within 3 working days of receiving the complaint.

3. Investigation & Initial Response

- We will investigate the complaint thoroughly.
- A detailed written final viewpoint letter will be issued within 15 working days of the complaint date.
- If more time is needed, we will notify the complainant in writing with reasons and an updated timeline.

4. Escalation to TPO

- If the complaint remains unresolved following our final viewpoint or if 8 weeks have passed since the initial complaint, clients may refer their complaint to The Property Ombudsman (TPO) free of charge.
- Complaints must be referred to TPO within 12 months of receiving our final viewpoint letter.
- TPO Contact Details:
The Property Ombudsman



admin@tpos.co.uk

Website: www.tpos.co.uk

5. Our Commitment During TPO Involvement

We will:

- Cooperate fully with the TPO throughout their investigation.
- Comply promptly with any directions or binding decisions, including apologies, process improvements, or compensation (up to £25,000).

6. Accessibility

- This policy will be available on our website and in printed form.
- Accessible formats (large print, alternative languages) are available on request.

7. Training & Awareness

- All staff will be trained in complaint handling procedures and TPO requirements.

8. Record-Keeping & Review

- All complaints will be logged and outcomes documented.
- Regular reviews will be conducted to identify trends and improve services.