



Live Collective

The Co-Sharing Specialists

‘How To Make a
Complaint’
Policy



Complaints Policy

We take complaints about our work, team, levels of service and residents very seriously. If you are not satisfied, please follow the process for raising a formal complaint.

What complaints can we deal with

We can only handle complaints about the Live Collective team, the levels of service provided by Live Collective and ongoing issues with house mates where every effort has been taken to resolve them face to face at the house. (An ongoing issue is classified as continuous behaviour over a one or two-month period).

We can't deal with

Complaints about third party contractors & companies, actions taken by councils or local authorities and one- off actions taken by fellow housemates.

What information we'll need from you:

You will need to submit a Live Collective Complaints form

<https://www.cognitoforms.com/LiveCollective1/LiveCollectiveComplaintsForm>

What happens next:

1. We will confirm receipt within 1 working day
2. Review the complaint and contact you via telephone within 7 working days of receiving the form.
3. Carry out further investigation if agreed and desired
4. Report back to you with details of the resolution to the complaint and any further actions required via email).
5. Close the complaint once it has been dealt with
6. If there is a repeat of the issue in the future then a new form submission will be required.

What to do if you're still not satisfied

If you are not satisfied with the outcome of your formal complaint, you can lodge a formal complaint with the Property Redress Scheme (www.theprs.co.uk/complain)

The Property Redress scheme is a third- party independent arbiter who will act independently to investigate and determine a final outcome.



You can find the full complaints procedure here:

www.theprs.co.uk/consumer/how-it-works

Our PRS scheme numbers are:

Live Collective (trading as Davis Property Limited) - PRS020601

Live Collective Lettings - PRS021896





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**Live Collective (Davis Property Ltd) & Live
Collective Lettings**

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