

We want to hear your feedback

We aim to deliver a great customer service and hope you are pleased with the services you receive from us. It is always good to hear from you when we have done well. Equally if you have any suggestions about how we can improve our services, we would love to hear from you.

Whether you have a compliment, complaint or other feedback you would like to share, you can get in touch with us in any of the following ways:

- Email via our website
- social media
- phone
- in writing
- in person

Our promise to you

We will always:

- Listen to you and make sure that we understand your feedback and concerns.
- Try to put things right straight away.
- Respond to you in a positive, open and timely way.
- Treat you with respect and courtesy.
- Aim to resolve your complaint as quickly as possible. However, we recognise there are occasions where problems may take longer to resolve. We will confirm everything in writing and keep you updated.

Supporting you

We always aim to resolve complaints at the earliest stage possible. If you are not satisfied with how your complaint has been resolved, you can ask us to review the outcome.

Your case will be reviewed by one of our senior managers who will contact you directly and discuss how the matter can be resolved.

We hope that your complaint at this stage will be fully resolved. If this is not the case, you can contact the Housing Ombudsman ([housing-ombudsman.org.uk](https://www.housing-ombudsman.org.uk)).



Did you know you can find lots more information on our website. **Visit [livewest.co.uk](https://www.livewest.co.uk)**

