

# LIVING SPACES

Sales, Lettings and Management



How to make a complaint

## Our Vision

Helping to create places where people want to live.

## Our Mission

To invest in neighbourhoods and communities and offer a wide range of homes and services to meet the requirements of our residents and customers.

## Our Values



Customer Service



Team Working



Integrity



Quality



Leadership

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## Making a complaint

As a firm licensed by Safeagent and members of The Property Ombudsman and The Guild of Property Professionals, Living Spaces aims to provide the highest standards of service to all our clients but appreciate things can occasionally go amiss.

We often don't know there is a problem unless you tell us. In most cases, issues can be resolved quickly if you talk to staff about your concerns. They will be happy to try and put things right. We value complaints as a great way to learn how we can improve our services to you.

However, if you feel that things have not been dealt with properly or we have not provided you with the service you expect then you can make a formal complaint.

This guide provides advice on how to make a formal complaint.

## What is a complaint?

A complaint can relate to any issue with the way we have delivered or failed to deliver a service to you.

This could include some of the following examples\*:

- Failure of the service we provide.
- Failure to meet the standards we have set.
- The way we have handled an incident or a request you have made.
- Unhelpful staff or contractors.
- Providing incorrect information.

## What is not a complaint?

Whilst we actively encourage customer feedback, there are instances when the formal complaints process would not be the appropriate route.

This could include some of the following examples\*:

- A first request for service.
- Queries about a service or service provision.
- Informal day to day 'grumbles' that can be easily resolved.
- Reporting a problem or fault for the first time.

\*this list is not exhaustive

## Who can make a complaint?

Anyone who comes into contact with us can make a complaint.

This could include:

- A seller, buyer, landlord or tenant with Living Spaces.
- Any member of the general public who has interacted with a member of staff or contractor from the organisation.
- People acting on behalf of any of the above. For example, this could be a conveyancer, solicitor or financial advisor. If you do not have someone to help you with your complaint, we can give you advice on finding an independent person to give you some support.

## How to make a complaint?

To make a formal complaint, you should write to us at:

### Living Spaces

Cheviot House,  
Beamminster Way East,  
Kingston Park,  
Newcastle Upon Tyne,  
NE3 2ER

Address the complaint to:

**Kathryn Finlay** (Sales or Lettings) or  
**Diane Mutch** (Property Management)

Alternatively, you can email us at:

[sales@livingspaces.co.uk](mailto:sales@livingspaces.co.uk)  
[lettings@livingspaces.co.uk](mailto:lettings@livingspaces.co.uk)

[admin@livingspaces.co.uk](mailto:admin@livingspaces.co.uk) (Property Management)

If another person is making the complaint on your behalf, we will need to have your written consent or authority to confirm this before we are able to deal with it.

## What we need to know

To make sure we can help you we need you to tell us:

- Your name, address and daytime contact telephone number.
- What went wrong or what did not happen.
- What you had expected.
- If you have told us about the problem before.
- How it has affected you.
- What you expect us to do to put things right.

## Our promises to you

We will:

- Support you to make your complaint.
- Take your complaint seriously.
- Contact you directly to discuss your complaint.
- Treat you fairly throughout the complaint process.
- Keep a record of your complaint.
- Apologise when we have not delivered a service to the standards we have set out.
- Provide you with the name and contact details of the person dealing with your complaint.
- Deal with your complaint within the agreed timescales.
- Work with customers to learn from your complaint and use it to improve our service.

## How we will deal with your complaint

### Stage 1

We will acknowledge your complaint in writing within **3 working days** of it being received.

The appropriate senior staff member/manager not directly involved in the transaction will investigate your complaint over the next **12 days** and will send a written response to you with their findings.

This will include details of how to progress the complaint to the next stage if you are not satisfied.

You have **28 days** from the date of the response letter to request that it is passed to Stage Two.

### Stage 2

We will acknowledge your complaint in writing within **3 working days** of it being received.

The relevant Manager will investigate your complaint over the next **12 days** and will send a written response to you with their findings.

This will include details of how to progress the complaint further if you are not satisfied. You have **28 days** from the date of the response letter to request that it is passed to Stage Three.

### Stage 3

We will acknowledge your complaint within **3 working days** of it being received.

Your complaint will be reviewed by our Business Manager or Commercial Director.

The meeting to review your complaint will be held within **21 days** and you will be sent a written statement of the Business Manager or Commercial Director's final view, including any offer made within **7 days** of this meeting. If you remain unsatisfied you can refer the complaint to The Property Ombudsman, any such referral must be made within six months of receiving the final view.

# LIVING SPACES

## FAQ's

**Q. Do I have to submit my complaint in writing?**

A. No, you can submit your complaint in a number of ways. These are detailed in the 'How to make a complaint?' section within this leaflet.

**Q. Can I ask a friend or relative to make the complaint on my behalf?**

A. Yes, however we would need your authority to deal with the person acting on your behalf.

**Q. What if I am not happy with the outcome?**

A. We hope that we can resolve your complaint satisfactorily. However, if you are not happy with our initial response you can ask for your complaint to be reviewed at Stage Two and Stage Three of the complaints process. If you are still unsatisfied you can refer the complaint to The Property Ombudsman.

**Q. How long will it take?**

A. We will acknowledge your correspondence or contact within 3 days of it being received and will follow the three stage process set out in this leaflet.

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If anything is not answered here, please get in touch with us on:

**0191 222 1000 / 0191 238 389**

and speak to Kathryn Finlay or Diane Mutch.

Sales, Lettings and Management

**KINGSTON** **BERNICIA**



Sales and Lettings Office:

21 Grey Street  
Newcastle upon Tyne  
NE1 6EE

0191 222 1000  
sales@livingspaces.co.uk  
lettings@livingspaces.co.uk

Property Management Office:

Cheviot House  
Beamminster Way East  
Newcastle upon Tyne  
NE3 2ER

0191 238 3899  
admin@livingspaces.co.uk

[www.livingspaces.co.uk](http://www.livingspaces.co.uk)

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Living Spaces is a trading division of Kingston Property Services Limited

Registered Office: Cheviot House, Beamminster Way East  
Kingston Park, Newcastle upon Tyne, NE3 2ER