

Vivere Living Limited

Complaints Policy



1. Nature of Policy

1.1. Vivere Living is committed to high standards of customer service. Should matters fall below expected standards, the customer may complain within a defined and robust procedure that will review the circumstances, and if so determined, provide recompense.

1.1.1. As defined in the Code, a complaint is defined as:
“an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.”

1.1.2 A service request is a request from a resident to the landlord requiring action to be taken to put something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly. A complaint is raised when the resident expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. Vivere Living will not stop addressing the service request if the resident complains and the resident will not be treated differently if they complain.

1.2. Any complaint will be acknowledged within 3 working days, including any considerations or adaptations under the Equality Act 2010 and a copy of this policy. Vivere Living will first do its utmost to resolve the issue informally as service request. However, if that is not possible, then the process for handling complaints will be dealt with as follows:

1.2.1. Review: a designated complaints officer will undertake an internal review of the issues and provide a written response to the customer within 10 working days of the complaint being received. Any extension beyond this will be communicated with and agreed with the Customer based on reasonable reasons and no more than 10 days' extension.

1.2.2. Appeal: if the customer is unhappy with the Review response, they may appeal within 28 days to an internal complaints panel, with a response being provided within 15 working days of the appeal receipt.

1.2.3. Ombudsman: Vivere Living Limited is a member of The Property Ombudsman (TPO) through its managing agent Heyford Park Management Company Limited, and the customer may contact the Ombudsman for an adjudication regarding the complaint. You will need to submit your complaint to the Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case. The Ombudsman requires that all complaints are addressed through this complaints procedure before being submitted for an independent review. Vivere Living will abide by the Ombudsman's conclusions. The ombudsman can be contacted here:

The Property Ombudsman Ltd
Milford House
43-45 Milford Street
Salisbury
Wiltshire
SP1 2BP
01722 333 306
www.tpos.co.uk



1.3. Complaints will be received from or on behalf of customers, or prospective customers (ie applicants for housing). Formal complaints must be made in writing, stating the nature of the complaint succinctly, and what an acceptable outcome might look like. Complaints may be made face to face as documented by a member of the team. The existence of this policy will be publicised in customer friendly formats. These can be received as follows:

Complaints Officer
Vivere Living Ltd
Heyford Park House
52 Camp Road
Heyford Park
OX25 5HD
01869 238 200

estates@dorchestergrp.com or info@dorchestergrp.com

1.4 Exclusions: We are committed to ensuring that complaints are assessed fairly and reasonably. The following circumstances are exclusions, when a complaint will not be considered or escalated:

- The issue giving rise to the complaint occurred over twelve months ago.
- Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court.
- Matters that have previously been considered under the complaints policy.

We may consider complaints outside of these periods by discretion or where there are exceptional circumstances. If the complaints is considered to be excluded in line with the above, this will be communicated to the complainant within 10 working days of the complaint.

2. Responsibility

2.1. A complaints officer will be appointed for complying with this policy. It may not be their job title and the appointment, may fall part of their job description. Two directors will be identified as members of the appeal panel.

3. Monitoring

3.1. The board will receive a summary of any complaints activity. It will also receive notification of all outcomes from complaints reviewed by the Ombudsman.

4. Date of approval

4.1. Policy approved by the board on 13 June 2018. Updated and approved 5th August 2024.

5. Date of next review

5.1. This policy will be reviewed again no later than September 2026, or sooner should circumstances require.