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MANAGEMENT & LETTINGS

Legacie Management and Lettings Complaints Procedure

Here at Legacie Management and Lettings we are committed to providing a professional service to all our clients and customers. If things go wrong, we need you to tell us about them. This will help us to improve our service going forward and resolve issues as soon as possible.

If you have a complaint, please put this in writing (letter or email) to us. We will then aim to acknowledge and respond in line with the timescales and stages set out below. The process should take no longer than 8 weeks.

We consider the needs of the individual and, where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

Stage 1 — Your Complaint

Please put your complaint in writing either by letter or email and address it to:

Block Management

Emma Riley, Senior Block Manager — All complaints relating to Block Management including all services within communal and shared areas. Email: emmariley@legacie.co.uk

Lettings and Tenancy

Abby Jones, Client & Property Operations Manager - All complaints regarding lettings and tenancy related matters

Email: lettings@legacie.co.uk

BY POST

Legacie Management and Lettings Limited
80-82 Great George Street
Liverpool
L1 5FF

Please include as much detail as possible, including dates, names of any members of staff you dealt with, and where you can, enclose / attach any supporting evidence.

Stage 2 — Our Acknowledgement

Offices: 80-82 great George Street, Liverpool, L1 5FF

Your complaint will be acknowledged, and we will start our in-house complaints process.
Timescale: We aim to respond within 3 working days of receiving your complaint.

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Stage 3 — Our Investigation

Your complaint will be investigated, and we will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate.

Timescale: We aim to respond within 15 working days of receiving your complaint.

Stage 4 — Our Final Investigation

If you remain unhappy, your subsequent complaint will be investigated by a member of staff not directly involved in your complaint who will provide a written response outlining our final position and proposing resolutions where appropriate.

Timescale: We aim to respond within 15 working days of receiving your subsequent complaint.

Stage 5 — The Property Ombudsman

Should you remain dissatisfied after receiving our final viewpoint letter, you can refer your complaint to:

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
SPI 2BP

01722 333306 | www.tpos.co.uk admin@tpos.co.uk

Timescale: You must refer your complaint to The Property Ombudsman within 12 months of the date of our final viewpoint letter.

If we have not addressed your complaints within eight weeks, you can refer your complaint to the Ombudsman, no charge will be made for any complaints we handle.