

Customer feedback

We want to hear from you

We welcome feedback from our customers as this gives us the chance to improve our services. So whether you have a complaint, compliment or some other feedback you would like to share with us we would like to hear from you.

You can contact us in any of the following ways:

- Email via our website
- Social media
- Telephone
- In writing
- In person

Compliments and comments

We aim to deliver great customer services so it is particularly good to hear from you when you think we have done well. Also if you have any suggestions about how we may improve our services we would love to hear from you.

Your feedback matters

We hope that you are pleased with the services you receive from us and that you'll never have reason to complain. However, if there is something you're not happy with we'd like you to tell us so that we can try to put matters right straight away for you.

Our promises to you:

- we will listen to your complaint and make sure that we understand your concerns

- we will try to put things right straight away
- we will respond to your complaint in a positive, open and timely way
- we will treat you with respect and courtesy

We aim to resolve complaints as quickly as possible but recognise that there are some occasions where it might take a little longer to resolve the problem. If this is the case we will let you know. We will also confirm what we have agreed with you in writing.

Further help

We will always aim to resolve complaints at the earliest stage possible. In the event that you are not satisfied with the handling of your complaint you can ask us to review the decision.

At first your case will be reviewed by a senior manager at LiveWest who will contact you to discuss how we can resolve the matter.

Whilst we hope that you would feel your complaint has been fully resolved at this stage, if you are still dissatisfied with our response, you can contact the Housing Ombudsman.