

Corporate Complaints & Incidents Process

P J Livesey is committed to dealing with concerns fairly, professionally and as promptly as reasonably possible.

This process applies to complaints and incidents arising from our sites, developments and wider stakeholder interface where the matter does not fall within our separate new homes customer care process.

What this process covers

This process may apply to matters relating to:

- site conduct
- access or parking issues
- disruption, nuisance or communication concerns
- complaints from neighbours, visitors or members of the public
- complaints raised by councillors, local authorities or other stakeholders
- allegations involving staff or contractor conduct

Where a matter is more appropriately dealt with under another process or legal route, we may redirect it accordingly.

How to raise a complaint

Complaints should be submitted in writing to: **info@pjlivesey.co.uk**

To help us review the matter promptly, please include where possible:

- your full name
- your address
- your contact details
- date, time and location of issue
- a summary of the complaint
- any relevant supporting information

What happens next

Once your complaint has been received:

- it will be logged and reviewed
- we will normally acknowledge it within 3 working days
- we will normally provide a substantive response or progress update within 7 working days

Where a matter is more complex or requires further investigation, we will provide an interim update and confirm the next steps.

Complaints and incidents

Some matters may be treated as incidents rather than routine complaints, particularly where they involve:

- health and safety concerns
- welfare or safeguarding concerns
- threatening or abusive behaviour
- security issues
- other matters requiring immediate review

Matters involving immediate safety, welfare, safeguarding or security concerns may be prioritised outside the standard timescales.

Final internal review

If you remain dissatisfied following our initial response, you may request one final internal review by writing again to: **info@pjlivesey.co.uk**

Please explain why you believe the response is inadequate or incorrect and include any new information you wish us to consider.

Confidentiality

We will investigate complaints fairly, but we may not be able to disclose confidential employment, disciplinary or third-party personal information.

Unacceptable conduct

We expect all parties engaging with this process to do so respectfully. Where communications become abusive, threatening or unreasonable, we may limit contact to written correspondence only or take other proportionate steps.