



COMPLAINTS PROCEDURE

1

Most complaints can be dealt with at the site level. Please ensure you speak with the property General Manager on your site in the first instance, who will try their best to resolve any issues you may have.

2

If you feel that the site team have not dealt with your complaint satisfactorily, then you can escalate your complaint to the Head of Operations. The contact details for the Head of Operations can be obtained from your site team or by emailing: customer.care@lumyaliving.com

3

Please include an outline of your issue and the person you have spoken with on-site regarding your complaint when writing to or emailing the Head of Operations.

4

It is essential that you follow the process outlined above to ensure that we can effectively resolve any complaints you may have. If, after receiving our response, you feel your complaint has not been fully addressed, please let us know, and we will aim to resolve the matter for you.

5

If you are still not happy with the outcome, Lumya are members of the Property Redress Scheme (PRS), which is a straightforward and easy-to-use consumer redress (ombudsman) scheme for Property Agents and Professionals. You can contact PRS via the following website:

<https://www.propertyredress.co.uk/consumers>