

Loaf Living Complaints Process

Introduction

At Loaf Living, we are committed to providing the highest standards of service. We take all complaints seriously and aim to resolve them promptly and fairly. This document outlines our complaints process to ensure transparency and clarity for all tenants.

1. How to Make a Complaint

If you wish to make a complaint, please contact us by one of the following methods:

- **Email:** loafliving@gmail.com

Please include:

- Your full name and contact details.
 - A clear description of your complaint, title the email 'COMPLAINT'
 - Any relevant dates, times, or documentation.
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2. Acknowledging Your Complaint

We will acknowledge your complaint within **2 business days** of receiving it.

3. Investigating and Resolving Complaints

Our goal is to resolve complaints within **14 business days**. During this time:

- We will review your complaint thoroughly.
- You may be contacted for further information if necessary.
- We will provide a written response outlining our findings and any actions we will take.

If we need more time to investigate, we will inform you of the reason for the delay and provide an updated resolution time frame.

4. Escalation

If you are not satisfied with our response, you may request a review of the case by contacting us within **14 days** of receiving our response. We will re-evaluate the complaint and aim to provide a final response within **7 business days** of the escalation request.

5. Further Assistance

We are committed to resolving complaints within our process. If you still feel that your complaint has not been addressed satisfactorily, you may seek further assistance from external regulatory bodies, if applicable.

We value your feedback

Your feedback is important to us, as it helps improve our services. We appreciate your patience and cooperation throughout the complaints process.