

## Filing complaints/ grievances in LCI/ GLH

Ballymore Asset Management Ltd (BAML) manages the LCI/GLH development and are primarily responsible for dealing with the issues that residents have. The RA is always happy to intervene when our members raise issues with BAML which have not been properly addressed.

### **If you need to report complaints/ grievances with Ballymore:**

1. Raise the issue with BAML. You can do this via the LCI Life/ b.Life app.
  - Go to “Concierge’ and “Forms” and then select the most appropriate form; more often than not this will be “Contact the Facilities Team”; or there’s a general enquiry form
  - Fill in a form with as much detail as useful. The system will allocate a reference number. Please note this for future reference.
  - Often, Ballymore unilaterally close the form. If your issue hasn’t been addressed, respond with a message to re-open it.
2. If you don’t get a response within a reasonable timeframe, escalate it to the Residents’ Association. (How long is a reasonable time? It depends on the urgency of the issue.)
  - Email [contact@lci-glh-residents.org.uk](mailto:contact@lci-glh-residents.org.uk) (ideally put “BAML Escalation” in the subject line. Quote the BAML reference
3. Once it’s escalated to the Residents’ Association, we review the nature of the query and consider further action with BAML as needed (we focus on common challenges not personal one-off issues)

Please note it is important **always to first report** to BAML. They have the primary responsibility for fixing things - they have staff who are paid to do it. The Residents’ Association are volunteers that are there to help put pressure on and keep Ballymore honest, but we are unable to fix issues ourselves.

For any further questions about this procedure, please email: [contact@lci-glh-residents.org.uk](mailto:contact@lci-glh-residents.org.uk)