



**Homes  
for Students®**



# **CUSTOMER COMPLAINTS POLICY**



## Homes for Students Customer Complaints Policy

### Introduction

We know that making a complaint can be difficult and we want you to know that we will take yours seriously and handle it with care and professionalism. You will be treated with courtesy, fairness, and respect every step of the way. Your feedback helps us do better and every complaint is a chance for us to listen, learn, and improve the way we work.

This document sets out how we proceed with a complaint. If the complaint refers to Allocations or Termination of Tenancy, please refer to these Policies in the first instance.

### Our Commitment

- We always have a strong customer focus and pride ourselves on our high level of customer service.
- We will strive to resolve any issues but should an issue prompt a complaint, it will be dealt with courteously and efficiently.
- We have a positive approach to complaints and welcome any opportunity to develop our current processes and service.
- We will respond quickly and make every effort to provide a satisfactory solution to all parties.
- We will continuously reassess working practices to ensure we are providing the very best service.
- We will abide by the code of standards as set out by ANUK, of which we are a full member.

### What is the process for dealing with complaints?

Most issues can be resolved quickly, so in the first instance please contact the property team by speaking to a manager in person at one of our properties or by emailing the site team directly. They will investigate and deal with the matter immediately. If you or the property team feel a formal complaint is required, please complete [this Complaints Form](#) providing as much detail as possible and include any relevant supporting evidence.

- **Stage 1** – Once the complaint has been raised the Manager of the property will investigate the complaint using the details and evidence provided and respond with their findings within 10 working days. If you are unhappy with the solutions or explanations given you can escalate your complaint to Stage 2 by replying to the email within 10 working days with your reasons for escalation.
- **Stage 2** – A Manager will review your complaint, the supporting evidence, the Stage 1 response and will provide their findings within 10 working days. If you remain unhappy with the solutions or explanations given you can escalate your complaint to the final stage by replying to the email within 10 working days with your reasons for escalation.
- **Stage 3** – In the event you wish to escalate to our final stage, the Director will review all stages including any new information and supporting evidence. The Director will then provide you with Homes for Students full and final response within 10 working days.

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### External Escalation

If after we have had the opportunity to respond to a complaint, you remain dissatisfied, all internal stages have been exhausted, or if we do not respond within 8 weeks, you may escalate your complaint to an independent body that we are a member of:

- **Accreditation Network UK (ANUK):** You can request an independent decision from ANUK. Further information on the ANUK procedure and code can be found at <http://www.anuk.org.uk/>
- **Property Redress Scheme (PRS):** You can request an independent decision from PRS. Further information on the PRS procedure can be found at [www.propertyredress.co.uk](http://www.propertyredress.co.uk)
- **Students in Scotland:** You can apply to the First-tier Tribunal for Scotland (Housing & Property Chamber) if we have breached the Scottish Letting Agent Code of Practice. You can contact the Housing & Property Chamber at: -  
Glasgow Tribunals Centre  
20 York Street  
Glasgow  
G2 8GT  
  
0141 3025900  
<https://www.housingandpropertychamber.scot>

*All terms of the tenancy agreements remain applicable unless notified otherwise in writing by Homes for Students. All notifications are final and there is no appeal or escalation process for such complaints.*