



**Homes
for Students®**



CUSTOMER COMPLAINTS POLICY



PRESTIGE™
student living

URBAN
STUDENT
LIFE

Universal
Student Living

ESSENTIAL™
STUDENT
LIVING

EVO
STUDENT

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 Senior 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.

Customer Complaints Policy

After a Stage 1 or Stage 2 response, you have 10 working days to accept the resolution or escalate to the next stage. If you accept, we'll close your complaint and put any agreed actions in place. If you escalate, please tell us what we haven't addressed and what you'd like the next stage to review, otherwise your complaint may be closed at its current stage. If we don't hear from you within this time, we'll close your complaint. Our Stage 3 decision is full and final, and your complaint can't be escalated further with us.

If you wish to raise a concern in confidence, or if your complaint relates to the conduct of a member of staff, please contact customer.services@wearehomesforstudents.com. The member of staff concerned will not be involved in handling the complaint, which will be passed to the appropriate stage of our complaints process for investigation.

External Escalation

If you remain dissatisfied after we have responded to your complaint and all internal stages have been exhausted, you may escalate your complaint to an independent body that we are a member of:

- **ANUK/Unipol National Code:** If after 28 days we have not responded to your complaint or you remain dissatisfied, you can request an independent decision from ANUK/Unipol National Code. Further information on the ANUK procedure and code can be found at <https://www.nationalcode.org/for-students/problems-complaints/>
- **Property Redress Scheme (PRS):** After 8 weeks you can request an independent decision from PRS. Further information on the PRS procedure can be found at <https://www.portal.propertyredress.co.uk/Complain>
- **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 write to the Housing & Property Chamber at:
Glasgow Tribunals Centre
20 York Street
Glasgow
G2 8GT

Visit <https://www.housingandpropertychamber.scot> for more information.

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.