

## Complaints Policy

We put customer service and commitment to our residents at the heart of what we do. We strive to get it right, first time, every time. Resident experience is our priority.

But, we know that sometimes things don't always go as planned. If this happens, we really would like to know. Not only to rectify your issue, but also to make sure we learn from it and ensure that we are constantly improving what we do.

If you have a Project Student team in your building, then we recommend to firstly speak to them if you have any problems. In the vast majority of cases, they will be able to resolve any issues you have. If you don't have a Project Student team in your building, or you don't feel that your problem has been fully resolved by the on site team then please contact the team at the Head Office.

Any complaint that you believe has not been resolved must be sent in writing (email is fine) to [hello@projectstudent.co.uk](mailto:hello@projectstudent.co.uk) The complaint must also come from the tenant themselves and not the parent/guardian or 3rd party, unless prior permission has been given for the individual to act on the tenants behalf.

What will we do:

- A member of the Operations team will acknowledge receipt of your complaint within 3 working days.
- We will carry out a full investigation into the issue/s you have/have had. We will seek the cause of this and take appropriate steps to ensure it is not repeated.
- A member of the Operations team will respond within 7 days with a full response and action that has/will be taken to resolve the matter.

All email correspondence is confidential, but we appreciate that you may not wish to speak to the team on site directly, or you may feel that your issues have not been addressed or resolved appropriately. Hopefully this is not the case, but if this does apply to you then you can escalate your concerns in writing to: Project Student, 106 Queens Road, Clarendon Park, Leicester, Leicestershire. LE2 3FL

Please ensure you include your name, the residence where you are staying, the issue and actions you have taken to date. A full and final response will be issued in writing within 7 working days of receipt of your letter.

