

Complaints Policy & Procedure

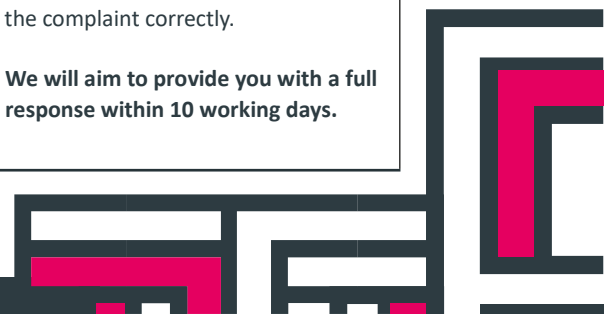
At the core of our service is a strong commitment to our residents, and we aim to provide excellent customer care. Our goal is to get things right the first time, every time, with resident satisfaction as our top priority.

However, we understand that things don't always go as expected. If an issue arises, we want to hear about it – not only to resolve the situation but also to learn from it and continually improve our services.

You will be treated with courtesy and fairness at all times, respecting your right to confidentiality and privacy within the team handling your complaint.

Our Complaints Procedure is available to anyone who receives or is directly affected by the service we provide.

STAGE 1	STAGE 2	STAGE 3
<p>As we would like to resolve your complaint quickly, please raise the issue at your earliest opportunity.</p> <p>You can do this by emailing hello@projectstudent.co.uk in person with a member of our team, by telephone, or in writing.</p> <p>106 Queens Road, Clarendon Park Leicester LE2 3FL</p> <p>0333 050 0099</p> <p>Most complaints will be resolved immediately at Stage 1 by our local staff. Where this is not the case, we will aim to acknowledge receipt of your complaint by the next working day.</p> <p>The acknowledgment to your complaint will include the name and contact details of the person who will be handling the complaint.</p> <p>If a complaint is more complex and will involve investigation, we may ask you to set this out in writing and a discussion with the Manager responsible for your building.</p> <p>We aim to respond to complex complaints within 7 working days.</p>	<p>Complaints about the Manager of your building will be escalated straight to Stage 2.</p> <p>All Stage 2 complaints will be dealt with by a Senior Manager.</p> <p>Before responding to a complaint at Stage 2 we will check that you have raised your complaint locally with a member of staff and your complaint was not resolved. If you have not spoken with a member of staff locally to resolve your complaint, we will ask the Manager of your building to contact you as they are usually in the best position to help you.</p> <p>At Stage 2 we may need to collect more information and will also want to speak with you to find out what we can do to resolve your complaint.</p> <p>If we find we have done something wrong, we will tell you, explain what happened and apologise. If we find there is a fault in our systems or the way we do things, we will tell you what it is and how we plan to change things to stop it happening again.</p> <p>We will aim to provide you with a full response within 7 working days.</p>	<p>Stage 3 is the final stage of our complaints procedure and will be handled by another senior manager not previously connected to your complaint.</p> <p>You can only take your complaint to this stage if you have gone through Stage 1 & 2 of the complaints procedure and you believe we have failed to:</p> <ul style="list-style-type: none"> • Follow our own procedures. • Correct a failure. <p>Please contact the Stage 2 Senior Manager if you feel this is the case and let us know your preferred method of contact for the process.</p> <p>Once the complaint has been investigated, the outcome is final, and we will consider our complaints process exhausted.</p> <p>We appreciate in certain situations you may not receive the outcome you were hoping for however this does not mean that we haven't dealt with the complaint correctly.</p> <p>We will aim to provide you with a full response within 10 working days.</p>



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Escalation

1. If you are still not satisfied with the outcome, we would advise that you contact our independent redress scheme within 6 months of receiving final correspondence on your complaint.



**Property Redress Scheme, Premiere House, 1st Floor, Elstree Way,
Borehamwood, Hertfordshire, WD6 1JH**
Telephone: 0333 321 9418 Email: info@theprs.co.uk

2. If you feel your complaint has not been satisfactorily dealt with by ourselves and the redress scheme, you can send your complaint to Propertymark. Go to the Propertymark website to download a complaint form.



propertymark.co.uk/professional-standards/complaints

01926 496 791 | complaints@propertymark.co.uk

Complaints excluded from this process

Complaints that will not be considered under this process:

- A complaint raised more than 3 months after the issue occurred, unless there are valid extenuating circumstances.
- First time requests for a service e.g. repairs. We ask you to give us a chance to put things right and resolve the issue for you first.
- A complaint that has already been fully investigated and responded to through this complaint's procedure.
- Anonymous complaints.
- Complaints regarding another residents anti-social behaviour.
- A request to be released early from your tenancy.
- An issue being dealt with by another authority, e.g. university or landlord.

Building Safety Act 2022

Project Student are dedicated to fostering a sense of security and assurance among residents, where their concerns are not only acknowledged but actively addressed. We are committed to engaging and empowering residents residing in high-rise accommodations to actively contribute to maintaining a safe living environment. Residents will be encouraged to submit complaints in regard to building safety and these will be responded to in line with our Complaints process.

