

The Student Housing Company Complaints Policy

As part of The Student Housing Company's commitment to excellent customer service we welcome the opportunity to address our residents' concerns and complaints, in line with our 5 promises:

PROMISE 1

If things break or go wrong in your residence we'll fix them quickly and cheerfully.

PROMISE 2

We'll actively seek student involvement in our company through placements to ensure our offer is being shaped by actual students.

PROMISE 3

The people who work in your residence have been hired for their integrity, friendliness and willingness to go that bit further.

PROMISE 4

We'll be upfront about all the costs you'll face when renting a room from us.

PROMISE 5

We know we can't get everything right all of the time, here at The Student Housing Company, we will read and consider all of your suggestions on how to improve our service.

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

But occasionally, things don't go as planned. If this happens we'd really like your feedback; not only does it allow us to explain and apologise to you, it also helps us to improve our product and service.

Most complaints can be dealt with verbally by our Residence Teams on site. They will do their best to resolve the matter quickly, to your satisfaction.

If you think your complaint has not been fully resolved, this policy sets out how to raise a complaint and how we deal with your complaint.

HOW TO RAISE A COMPLAINT

If you experience problems within your residence, with our service or with a member of our team, please take the time to let us know.

All complaints must be addressed in writing (including email) to the General Manager of your Residence in the first instance.

All complaints must be made by the student themselves and not by a parent, guarantor or third party unless prior permission has been given by the student for a third party to act on their behalf.

HOW WE WILL DEAL WITH YOUR COMPLAINT

- The General Manager will acknowledge receipt of your complaint within 3 working days.*
 - The General Manager will carry out a full investigation into the issue(s) raised within your complaint, will seek the cause of the issue and take steps to ensure there is no further repetition.*
 - The General Manager will provide a full written response to you within 7 working days.*
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FURTHER INFORMATION

We fully understand that you may not wish to address certain issues locally as it may not be appropriate or you may have raised your concerns in writing to the General Manager and you are dissatisfied with the response.

If this applies, then please escalate your concerns in writing to; The Student Housing Company, FAO Operations Manager, 2nd Floor, 5 Old Bailey Street, London, EC4M 7BA.

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.