

## **Complaints Policy for Furzedown Student Village and Cedar Hall**

We want students living at Furzedown Student Village and Cedar Hall to feel safe, respected and comfortable in their accommodation. We understand, however, that there may be times when a student wishes to raise a concern or make a complaint.

We take complaints seriously and will deal with them fairly, professionally and as quickly as possible. We will treat complainants with courtesy and respect. We will also handle complaints confidentially where possible, although we may need to share information with relevant staff, contractors, landlords, professional advisers, regulators, emergency services or safeguarding bodies where this is necessary to investigate the complaint, protect health and safety, or meet our legal obligations.

We comply with the standards set by the ANUK/Unipol National Code for Larger Student Accommodation Developments, where applicable. This policy applies to students who are directly affected by the accommodation services we provide. A student may also ask an authorised representative, such as a parent, guardian, adviser or Students' Union representative, to act on their behalf. We will need written consent from the student before discussing their complaint with a third party.

We will make reasonable adjustments where needed to help students access this complaints process. This may include accepting complaints in another format, arranging a meeting, allowing a support person to attend, or giving extra support to students with disabilities, health conditions or communication needs.

### **Urgent health and safety concerns**

If your complaint involves an urgent health and safety issue, such as a serious repair, fire safety concern, loss of essential services, security issue, serious damp or mould, or risk to personal safety, please report it to the property management team immediately.

Urgent safety issues will not be delayed simply because they are also part of a complaint. They will be treated according to the seriousness of the issue.

### **Informal resolution**

Most concerns can be resolved quickly by speaking to the property management team in person or by email.

Where possible, the property management team will try to resolve the matter informally. If the issue cannot be resolved informally, or if the student wishes to make a formal complaint, the student should follow Stage 1 below.

### **Stage 1: Formal complaint to the property manager**

Students should submit their complaint in writing to the property manager or by email to:

**admin@finddigs.co.uk**

The complaint should include:

- the student's full name and room number;
- the accommodation site;
- a clear description of the complaint;
- relevant dates and times;
- details of any staff members involved, where relevant;
- any supporting evidence, such as photographs, emails, screenshots or repair reports;
- the outcome the student is seeking.

We will acknowledge the complaint within **3 working days** of receiving it.

The property manager, or another appropriate member of staff, will investigate and provide a written response within **10 working days**. If the matter is complex and we need longer, we will explain the reason for the delay and provide an expected date for the full response.

If the complaint relates to the conduct of a specific staff member, that staff member will not be involved in deciding the complaint.

### **Stage 2: Review by a senior manager**

If the student is not satisfied with the Stage 1 response, they may request a Stage 2 review within **10 working days** of receiving the Stage 1 response.

The request should be made in writing to:

**admin@finddigs.co.uk**

The student should explain why they are dissatisfied with the Stage 1 response and provide any further evidence they would like us to consider.

A senior manager, director, landlord representative, or another appropriate person who was not directly involved in the Stage 1 decision will review the complaint, the evidence and the Stage 1 response.

We will provide a written Stage 2 response within **10 working days**. If more time is needed, we will explain why and provide an expected response date.

### **Stage 3: Final internal review**

If the student remains dissatisfied after Stage 2, they may request a final internal review within **10 working days** of receiving the Stage 2 response.

The complaint should be sent in writing to:

**admin@finddigs.co.uk**

The final review will be considered by Find Digs, the landlord, or another senior person who is appropriate to review the matter. We will consider whether the complaint was properly investigated, whether the response was reasonable, and whether any further action is required.

We will aim to provide a final written response within **10 working days**. If this is not possible, we will explain the reason for the delay and give a date by which the student can expect a full response.

Where we agree to take action or provide a remedy, we will set out what we will do and the expected timescale. Any agreed outcome will be honoured within **10 working days** of the settlement being agreed, unless a different timescale is clearly explained.

### **Further escalation to ANUK/Unipol National Code**

If the student is not satisfied after completing our internal complaints procedure, or if we have not provided a substantive response within **28 days** of the complaint being lodged, the student may refer the matter to the ANUK/Unipol National Code Complaints Investigator.

The National Code complaints process can consider complaints about possible breaches of the National Code. It does not usually decide legal or contractual matters, such as compensation claims or cancellation of tenancy agreements.

Students will usually need to show that they have raised the complaint with us first and provide evidence of this.

### **Other rights**

Using this complaints procedure does not remove a student's legal rights. Depending on the nature of the complaint, students may also be able to seek advice from their university accommodation team, Students' Union, Citizens Advice, the local council, a tenancy deposit protection scheme, or an independent legal adviser.

Complaints about personal data handling may also be raised with the Information Commissioner's Office.