

Collegiate UK Complaints Procedure

Our Commitment

At Collegiate UK, we are committed to providing high standards of service and creating a positive living experience for our residents. We recognise that, from time to time, concerns may arise regarding the services we provide. When this happens, we aim to investigate and resolve matters fairly, promptly and professionally.

This Complaints Procedure is available to all residents and anyone authorised to act on a resident's behalf. We welcome feedback and use complaints as an opportunity to improve our services and resident experience.

How to Make a Complaint

Complaints may be raised by:

- Speaking to a member of your Residence Team
- Contacting your residence by email
- Calling your residence by telephone
- Requesting a face-to-face or virtual meeting

If you wish to raise a complaint in confidence, or your complaint concerns a member of the Residence Team and you do not feel comfortable raising it at residence level, you may email residents@collegiate-ac.com. Please mark the subject line "CONFIDENTIAL – COMPLAINT" so that the matter can be handled appropriately and in confidence.

Complaints raised in confidence will be handled sensitively and information will only be shared with those who need it in order to investigate and respond. Where a complaint relates to the conduct of a member of staff, that individual will not form any part of the investigation or consideration of the complaint.

Residents may appoint an authorised representative, such as a parent, guardian or other nominated individual, to act on their behalf. Where a representative is appointed, the resident must provide written consent confirming that Collegiate UK may discuss the complaint and share relevant information with that representative. An exchange of emails will be accepted as written consent.

We will treat all complainants and their representatives with courtesy, professionalism and respect throughout the complaints process.

Stage 1 – Local Resolution

Most concerns can be resolved quickly and informally at residence level.

Your Residence Team will review the complaint, investigate where appropriate and seek to resolve the matter fairly and efficiently.

Where we identify that our service has fallen below the expected standard, we will acknowledge this, apologise where appropriate and take reasonable steps to put matters right.

If further investigation is required, you may be asked to provide details of your complaint in writing. A meeting or discussion may also be arranged to ensure the circumstances are fully understood.

We will acknowledge receipt of your complaint within 3 days of receiving it.

We will provide a substantive written response within 10 days. Where a complaint is complex and requires additional investigation, we will write to you within the initial 10-day period explaining why additional time is required and providing an anticipated date for our full response.

If your complaint relates to the conduct of a member of staff, that individual will not be involved in the investigation or consideration of the complaint.

In responding to your complaint, we will set out any actions we propose to take and the timescales within which those actions will be completed.

Stage 2 – Senior Manager Review

If you remain dissatisfied following Stage 1, you may request that your complaint is reviewed by a Senior Manager.

The Senior Manager will independently review the complaint, the investigation undertaken and any supporting information provided.

We will acknowledge your request for review within 3 days and aim to provide a substantive written response within 10 days. Where additional time is required, we will explain why and provide an anticipated response date.

In responding to your complaint, we will set out any actions we propose to take and the timescales within which those actions will be completed.

Stage 3 – Final Internal Review

If you remain dissatisfied following Stage 2, you may request a final internal review.

This review will be conducted by a Senior Manager who has had no previous involvement in the matter.

Following completion of the review, we will provide our final response. Once this response has been issued, Collegiate UK's internal complaints procedure will be considered exhausted.

Please note that a complaint may be fully investigated and handled appropriately even where the outcome is not the outcome sought by the complainant.

Where a resolution is agreed, Collegiate UK will implement that resolution within 10 days unless otherwise agreed with the complainant.

Complaints Outside the Scope of this Procedure

This procedure does not normally apply to:

- Initial service requests, such as maintenance or repair requests, which should be reported through the Collegiate Portal.

- Anonymous complaints where there is insufficient information to investigate.
- Requests to cancel, terminate or be released from a tenancy or licence agreement.
- Matters that are currently being considered, or have already been determined, by a court, tribunal, university or other external dispute resolution body

Building Safety Concerns

In accordance with the Building Safety Act 2022, residents are encouraged to raise any concerns relating to building safety.

Building safety concerns will be investigated through this Complaints Procedure and escalated where appropriate.

ANUK/Unipol National Code Complaints Procedure

Collegiate UK is a member of the ANUK/Unipol National Code for Larger Developments.

If you are unhappy with Collegiate UK's final response following completion of our internal complaints procedure, you may refer your complaint to the ANUK/Unipol National Code Complaints Investigator.

In addition, if you have not received a substantive response to your complaint within 28 working days of it being lodged, you may refer the matter directly to the ANUK/Unipol National Code Complaints Investigator.

Further information about the ANUK/Unipol National Code complaints process can be found at <https://www.nationalcode.org/for-students/problems-complaints/www.nationalcode.org>

Independent Redress

If you remain dissatisfied after exhausting Collegiate UK's internal complaints procedure, you may also be able to seek independent redress through:

- ANUK/Unipol National Code – <https://www.nationalcode.org/for-students/problems-complaints/www.nationalcode.org>
- Property Redress Scheme (PRS) – www.theprs.co.uk
- Propertymark – www.propertymark.co.uk
- Rent Smart Wales for all properties in Wales

The availability of these schemes and their eligibility requirements will depend on the nature of the complaint.