

We want you to love living with us but there may be times when we don't always get it 'right' and you need to make a complaint.

We will listen to your complaints, treat them seriously and will always try our best to fix issues first time.

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

We will learn from the complaints you make to continuously improve our services.

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 with a member of staff at your earliest opportunity.</p> <p>You can do this in person, by telephone, video call or in writing.</p> <p>Where there has been a service failure, we will put this right and apologise.</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 General Manager responsible for your building. We aim to respond to complex complaints within 72 hours.</p> <p>Complaints about the General Manager will be escalated straight to Stage 2.</p>	<p>All Stage 2 complaints will be dealt with by a Senior Manager. 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 General Manager 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>Following our investigation, we will let you know our findings and use your preferred form of communication when we contact you. We will explain how and why we came to our conclusions.</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>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 believe we have failed to:</p> <ul style="list-style-type: none"> • Follow our own procedures • Correct a failure <p>Please email us at customersupport@thisisfresh.com 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 will not mean that we haven't dealt with the complaint correctly.</p>

Response Times

The majority of complaints will be resolved at Stage 1 by our local staff.

Where this is not the case, we will aim to acknowledge the receipt of a complaint within 24 hours. Should the complaint be received whilst our offices are closed, we will respond within 24 hours of our return.

The acknowledgement to your complaint will include the name and contact details of the person who will be handling the complaint.

At Stage 2 and 3 of our complaints procedure we aim to provide you with a full response within 14 days.

There are some occasions where a complaint is complex where we may require more time to investigate to be able to properly respond to your complaint. When this occurs, we will communicate this to you providing an update on progress and revised date you should expect to receive a full response.

Complaints Excluded from This Process

Complaints regarding the following will not be considered under this process:

- If you are asking us for a service for the first time e.g. repairs, we ask you to give us a chance to put things right and resolve the issue for you.
- A complaint that has already been fully investigated through this complaints procedure.
- Anonymous complaints.
- A complaint about the anti-social behaviour of another resident.
- A request to be released early from your tenancy.
- An issue being dealt with by another authority, e.g. university, landlord, ANUK tribunal and/or court.

Further Escalation

If after Stage 3 you continue to be dissatisfied with the outcome of the process, you may be able to escalate your complaint to an independent body.

Each will have their own criteria for complaints that will be accepted.

Student Properties

ANUK – For more details visit <https://www.nationalcode.org/>

All Properties

Property Redress Scheme – For more details visit <https://www.theprs.co.uk/Consumer>

Propertymark – For more details visit <https://www.propertymark.co.uk/>

Scotland

Current and former residents residing in accommodation in Scotland can also complain to the First-tier Tribunal of the Scotland Housing and Property Chamber if they remain dissatisfied once the complaints process has been exhausted, or if a complaint is not processed according to the timescales described. Written complaints should be submitted to:

First Tier Tribunal
Glasgow Tribunals Centre
20 York Street
Glasgow
G2 8GT

Telephone: 0141 302 5900

Or visit: <https://www.housingandpropertychamber.scot/home>

Republic of Ireland

Residents living in our accommodation in the ROI can contact the Residential Tenancies Board to apply for mediation or adjudication services.

Visit <https://www.rtb.ie/dispute-resolution>

General Feedback

We review complaints regularly. Wherever possible we will use this information to improve the way we do things. We also welcome comments and compliments about the service we have provided. Feedback can be provided to feedback@thisisfresh.com