



Almero Student

Complaints Procedure

At Almero Student we pride ourselves on providing students with an exceptional level of service. Sometimes however things go wrong. This could be because we haven't done something we should have or there are issues with your property. When things go wrong we need to know about it so we can put things right. We welcome you to talk to us directly. We would strongly encourage you to initially raise your complaint in person either at your residence or by phone, if this is not possible you can make a complaint in writing by email or letter.

Our team will endeavour to resolve your complaint at this initial point of contact. If this is not possible then your complaint will be dealt with in accordance with the stages set out below.

All complaints should be sent to our enquiries@almerostudent.com or equivalent site inbox where the relevant residence team will investigate in the first instance.

Stage 1

Complaints will initially be dealt with at Stage 1. Your complaint will be registered and investigated by the Property Manager. We will endeavour to provide a written response within 5 working days of receiving your complaint. If you still do not believe that your complaint has been treated fairly and correctly you can escalate your complaint to Stage 2.

Stage 2

At Stage 2 your complaint will be investigated by a member of the Management Team. We will aim to sit down with you in person, gather all of the facts and seek to find a resolution. We will endeavour to provide a written response within 10 working days after escalation to Stage 2.

If you still do not believe that your complaint has been treated fairly and correctly you can escalate your complaint to Stage 3, however you must state why you do not think your complaint has been treated fairly.

Stage 3

Stage 3 is the final stage of the Complaints Procedure. If you remain unhappy with the outcome you may ask to discuss your complaint with our Head of Student or equivalent within the wider business.

Once the Head of Student has investigated your complaint, the outcome is final and the matter will be regarded as closed in so far as this procedure is concerned. Please remember that even if you do not receive the answer you were looking for or were expecting this does not mean the complaint is unresolved. Our aim will be to deal with the matter within 10 working days.

If the subject of your complaint is covered under ANUK Code of Standards you may submit your complaint under the complaints procedure of the respective code.

Almero Student
52 Grosvenor Gardens,
London
SW1W 0AU
almerostudent.com

Registered company address
Bath House,
16 Bath Row,
Stamford, PE9 2QU
Registered company: 09444540



For the ANUK code please refer to www.nationalcode.org

Our complaints procedure is open to anyone affected by our operations. This could be residents, neighbours and other service users.

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