



Almero Student Complaints Procedure

At Almero Student, we are committed to providing an excellent experience for all students. Occasionally, issues may arise, whether due to something not being handled as intended or a concern with your accommodation. When this happens, we encourage you to let us know so we can address the matter and put things right.

Complaints should be raised in the first instance in person, by telephone, by email, via a virtual meeting facility, or face-to-face at your residence. Where this is not possible, complaints may be submitted in writing by email or letter.

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

Confidentiality and Representation

Complaints may be raised in confidence. Where a complaint relates to the conduct of a member of staff, that individual will take no part in the investigation or consideration of the complaint.

Occupants may appoint an authorised representative (including a parent or guardian) to raise or pursue a complaint on their behalf. The occupant must notify Almero Student in writing and provide consent for information to be shared with the nominated third party. An exchange of emails will be sufficient for this purpose.

Stage 1

Complaints will initially be dealt with at Stage 1 and registered accordingly. Your complaint will be investigated by the Property Manager.

We will acknowledge receipt of your complaint in writing within **3 working days** of receiving it.

We will endeavour to provide a substantive written response within **10 working days**. Where the matter is complex and requires more time, we will write to you within that 10-day period to explain why a longer period is needed and confirm when we expect to provide a full response.

If you do not believe your complaint has been treated fairly and correctly, you may escalate it to Stage 2.

Stage 2

At Stage 2 your complaint will be investigated by a member of the Management Team. We may seek to meet with you (in person or virtually) to gather further information and attempt to resolve the matter.

We will endeavour to provide a written response within **10 working days** of escalation to Stage 2.

If you remain dissatisfied, you may escalate your complaint to Stage 3, explaining why



you believe it has not been treated fairly.

Stage 3

Stage 3 is the final stage of our internal Complaints Procedure. Your complaint will be reviewed by the Head of Student or an equivalent senior member of the business.

Once this review is complete, the outcome is final and the complaint will be regarded as closed for the purposes of this procedure. Our aim is to conclude Stage 3 within **10 working days**.

Outcomes, Conduct and Timescales

In responding to a complaint, we will set out:

- The outcome of our investigation
- Any actions we propose to take
- The timescale for implementing those actions

Where a resolution is agreed, we will honour the outcome within **10 days** of settlement. We will maintain a courteous and professional relationship with complainants throughout the process.

External Escalation and Code Complaints

Should you remain dissatisfied with how we have resolved your complaint or we haven't responded within 28 days of it being lodged then you may escalate your complaint to the Code's Complaints Investigator <https://www.nationalcode.org/for-students/problems-complaints/>

How to make a complaint (Non-residents)

If you are not yet living with us, or you are a member of the general public, you can contact us by emailing **enquiries@almerostudent.com** with details of your complaint and we will endeavour to help you.

The Codes Complaints Investigator, Audit Panel and Tribunal

Where a complaint is escalated to the Codes Complaints Investigator under the ANUK / Unipol National Code of Standards, the Investigator will first seek to establish whether the matter can be resolved through Almero Student's internal complaints procedure.

Almero Student will treat all correspondence from the Codes Complaints Investigator as a priority. Upon request, a named contact for the investigation will be provided within **two working days**; where no contact is provided, the individual who signed the Code declaration on behalf of Almero Student will be treated as the named contact. All correspondence from the Investigator will be responded to promptly and, in any event, within **five working days** of receipt.

The Codes Complaints Investigator will assess whether the Code has been breached and will seek to resolve the complaint within a timescale determined by the Investigator. Any resolution reached will not involve the use of a non-disclosure agreement.



Where response timescales are not met or responses are deemed inadequate, the matter may be referred to the Audit Panel, which has the authority to suspend an individual building or Almero Student as a Member of the Code and may set deadlines for breaches to be remedied. Almero Student agrees to comply with all reasonable directions of the Audit Panel.

If a complaint cannot be resolved, it may be referred to the Tribunal as a formal dispute. Almero Student recognises the Tribunal's authority to determine whether a breach of the Code has occurred and to make recommendations accordingly. Failure to comply with Tribunal recommendations may result in a public finding of breach and potential exclusion from the Code.