



Complaints Procedure

Our Commitment

- Student Beehive will try their best to provide a good service always, however we accept that occasionally we do not always get things right the first time.
- Student Beehive has a positive approach to complaints and regards complaints as an opportunity to receive feedback on our accommodation and the services we provide.
- Student Beehive will strive to resolve complaints at the earliest point.
- Student Beehive will respond to all complaints in a professional and polite manner. All complaints will be resolved promptly and we will try to achieve a satisfactory conclusion for all parties involved.
- Student Beehive will review how members of staff deliver its service in light of complaints received, and will make sure changes and improvements are put in place where necessary.

How to make a complaint

- We would strongly encourage you to raise your complaint in writing (letter or email), although you may also raise a complaint by phone or in person. Putting your complaint in writing helps us to understand and investigate it fully.
- Our staff will try their best to resolve your complaint at this initial point of contact. If this is not possible, your complaint will be dealt with in accordance with the stages set out below.
- If your complaint concerns the conduct of a specific member of staff, you can raise this in confidence. The member of staff concerned will play no part in considering or responding to your complaint.
- If you would prefer to raise a matter in confidence for any other reason, please say so when you contact us and we will agree with you how this will be handled.

Complaints Process

Stage 1

A member of staff will acknowledge your complaint within 3 working days of us receiving it. We will then investigate and aim to provide you with a full written response within 10 working days of receiving your complaint. Where a complaint is more complex, we will write to you within that 10-day period to explain why more time is needed and give you an anticipated date for a full response.

If you do not believe your complaint has been treated fairly and correctly, you can ask us to escalate it to Stage 2. Please state why you do not think your complaint has been handled fairly.

Stage 2

This is the final stage of our internal Complaints Procedure. At Stage 2, your complaint will be reviewed by the Management team, who will notify you of their decision in writing, normally within 10 working days of receiving your escalation.

ANUK/Unipol National Code

Student Beehive is a member of the ANUK/Unipol National Code, and we are committed to meeting the standards it sets.

If, having completed Stage 2 of our procedure, you remain unhappy with the outcome of your complaint, or if we have not provided you with a response within 28 days of you first lodging your complaint with us, you can refer your complaint to the Codes Complaints Investigator.

You can find out how to do this, and submit your complaint, at: <https://www.nationalcode.org/for-students/problems-complaints/>