

## **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 services in which 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 will try to achieve a satisfactory conclusion for all parties involved.
- Student Beehive will review how the members of staff deliver its service, with complaints that are 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 initially raise your complaint, you can make a complaint in writing which includes letters or emails, call or say something in person, but we encourage you to have it in writing furthermore.
- Our staff will try their best 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.

## **Complaints Process**

Stage 1: This is where the complaints will initially be acknowledged by a member of staff, you will receive an email or response informing you that the complaint is getting investigated further. We will attempt to provide a written response within 7 days of receiving your complaint. If you do not believe that your complaint has been treated fairly and correctly you can escalate your complaint to Stage 2, however you must state why you do not think your complaint has been treated fairly.

Stage 2: This is the final stage of the Complaints Procedure we have in place at Student Beehive. At Stage 2 your complaint will be addressed by the Management team, you will be notified of their decision in writing, normally within 7 days of receiving your complaint. The decision of the Manager is final - there is no further right of appeal.

## **ANUK**

If a complaint has been deemed to be a breach of the ANUK code and the tenant is still unhappy with the outcome having exhausted our own process, the complaint can be referred to the National Codes Administrator. The complaint must be made in writing and must be submitted within six months after the end of the tenancy, which can be done by email to [NationalCodes@unipol.org.uk](mailto:NationalCodes@unipol.org.uk)