

West One Student Accommodation

# Complaints Procedure

A guide for Tenants

January 2014

**West.ÖNE**  
Student accommodation



## West One Student Accommodation complaint procedure – a guide for tenants

We are committed to providing a good standard of accommodation and an excellent service throughout your tenancy with us. Whilst we hope you should have no reason to complain if something goes wrong or you are dissatisfied with what we are providing, please tell us – we value all complaints (we value all constructive feedback, both positive and negative), and use information learnt from them to help improve our service and your experience with us.

### How do I complain?

You can complain in person but it will also need to be put in writing, by letter or by email. It is easier for us to resolve complaints if you raise them as soon as you become aware of the issue and in the first instance directly to a member of the lettings team in the office managing your property so they can try & deal with this & even resolve it immediately.

When complaining, tell us:

- Your full name
- Your address (relating to the tenancy/complaint)
- Your contact details
- As much as you can about the complaint
- What has gone wrong
- How you would like the matter resolved

### Is there a time limit for making a complaint?

Normally you should make your complaint within 1 month of:

- The issue arising or,
- Finding out that you have a reason to complain

In exceptional circumstance, we may be able to accept a complaint after the time limit. If you feel that the time limit should not apply to your complaint, please tell us why.

### What will happen if I complain?

Our complaints procedure has 2 stages:

#### Stage 1 – Frontline Resolution

We aim to resolve complaints quickly & close to the nature of the complaint or service we have provided. This could mean an on-the-spot-apology and explanation if something has clearly gone wrong and immediate action being taken or an action plan being decided to resolve the problem. We would normally give you a response or decision at Stage 1 within 5 – 10 working days, unless there are exceptional circumstances.

If you are not satisfied with the response, we will tell you what you can do next. If you choose to, you can take your complaint to Stage 2 of the complaint procedure. You may choose to do this immediately or shortly after the initial response/decision at Stage 1.



## Stage 2 – Complaint Investigation

Stage 2 deals with 2 types of complaint: those not resolved at Stage 1 & those that are too complex and require a detailed investigation. This must be made in writing & we encourage you to complete the complaint form in the interests of clarity and in order to best assist the investigation process. The complaint form and any supporting documents will be seen by the person investigating your complaint, by anyone named in the complaint and by relevant staff in the department(s) being complained about.

When using Stage 2 we will:

- Acknowledge receipt of your complaint within 5 working days unless exceptional circumstances, if you have not received a response within 5 working days please check we have received your complaint)
- We will tell you who will be dealing with your complaint
- If need be discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for
- Give you a full response as soon as possible ideally within 30 working days unless exceptional circumstances.

If our investigation will take longer than 30 working days, we will tell you &/or keep you updated on the progress.

### **What if I am still dissatisfied?**

If you are still not satisfied with the response from the office that has been dealing with your complaint you must let them know and ask for the complaint to be referred to head office/the landlord (if it has not already been through them) They will confirm or give you our final decision. If you are still dissatisfied with our decision or the way we have dealt with your complaint you will need to seek advice from a third party/body, this will differ depending on the nature or circumstance relating to the complaint. We recommend in the first instance you speak to the Student Services at your University for advice as to whom to contact or indeed they may mediate on your behalf or alternatively if it is a complaint regarding the repair or condition of the property please seek advice from the Private Housing Standards Tel: 0114 2734680 email: [phs@sheffield.gov.uk](mailto:phs@sheffield.gov.uk)



## Request for a complaints investigation (Stage 2 only)



### 1. Personal Details

First Name:	
Surname:	
Address of property:	
Email:	
Telephone:	
Alternative Correspondence Address (if applicable)	
Tenancy Start & End Dates (if applicable)	

### 2. Your Complaint

2 A. Please provide a summary of your complaint below (300 words max).



**2 B. Please describe what action you have taken to pursue the complaint to date (200 words max).**

**2 C. Please provide a brief explanation of the issue(s) you consider to be unresolved (200 words max).**



**2 D. Please explain how you would like your complaint to be resolved (200 words max).**

**2 E. If you are submitting a complaint more than six months following the last related incident, please provide a brief explanation for the delay (200 words max).**

**3. Supporting documentation**

Do you wish to submit any supporting documentation for consideration? Yes/No

If "Yes", please tick here to indicate that what you have submitted is complete

Signature:

Date:

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