

Complaints Policy

Derwent Students Complaints Policy Introduction.

This document sets out how we proceed with a complaint.

If the complaint refers to Allocations or Termination of Tenancy, please refer to these Policies in the first instance.

Our Commitment

- We have a strong customer focus and pride ourselves on our high level of customer service at all times
- We will strive to resolve any issues but should an issue prompt a complaint, it will be dealt with courteously and efficiently
- We have a positive approach to complaints and welcome any opportunity to develop our current processes and service
- We will respond quickly and make every effort to provide a satisfactory solution to all parties
- We will continuously reassess working practices to ensure we are providing the very best service we can
- We will abide by the code of standards as set out by ANUK, of which we are a full member

What is a complaint?

A complaint is made when you are not happy with a service we have provided. What is the process for dealing with complaints?

1. **Stage 1-** Where possible please make your complaint in person at reception or by telephone. Our staff on site will attempt to investigate and deal with the matter immediately. If you are unhappy with the solutions or explanations given you can escalate your complaint to Stage 2 by letter or email to site within 10 working days.

2. **Stage 2-** Your complaint must be in writing. Our staff will pass your communication to a senior member of staff within Derwent students, who will investigate further and provide a written response within 10 working days

where possible. You must state why you think your complaint has not been treated fairly or correctly.

3. Stage 3- In the event that you still feel your complaint has not been treated fairly or correctly you can request that your complaint is passed to the Complaint Panel within Derwent Students. The Panel will normally notify you of their decision within 10 working days.

4. Stage 4- Derwent Students is a member of the Accreditation Network UK (ANUK). If, after giving Derwent students and Derwent Living a chance to respond to your complaint you are still not satisfied, you can ask for an independent decision from ANUK.

Data protection: access to files. We will allow you to have reasonable access to personal information we hold (as long as someone has not given us this information in confidence e.g. doctor, social worker, probation officer etc). You can correct your information or record your disagreement with any information we hold. You can apply in person at 1st Floor, Hornbeam House, Hornbeam House, Hornbeam Road, Harrogate, HG2 8QT, or by writing to the same address. If you request copies of information you will have to pay a reasonable fee to cover our expenses.

We will respond within 40 days. Equality and Diversity: Equal Opportunities Policy

We are committed to promoting Equal Opportunities in the provision of housing services and in the employment of staff and contractors, regardless of race, colour, nationality, ethnic and national origin, religious belief, age, gender, marital status or sexual orientation.

Derwent Students is a sub-division of Derwent Facilities Management

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