John Shepherd Students Complaints Procedure – ANUK accredited blocks

1. Our commitment

At John Shepherd Students, we aim to provide a safe, well-maintained and welcoming environment for all our student residents.

We take complaints seriously and use feedback to help us improve our accommodation and the service we provide. We will handle all complaints fairly, professionally and confidentially, and aim to resolve concerns as quickly as possible.

Our purpose-built student accommodation (PBSA) developments accredited under the ANUK/Unipol National Code are managed in accordance with the Code. This procedure explains how residents can raise a complaint and what they can expect from us.

2. How to make a complaint

If you are unhappy with any aspect of your accommodation or the service you have received, we encourage you to raise your concerns with us as soon as possible.

You can make a complaint in any of the following ways:

- **Email:** Josef.dolan@johnshepherd.com
- **Telephone:** 0115 870 8069
- **In person:** Speak to a member of the accommodation management team.
- **Virtual meeting:** Contact our team to arrange a meeting if you would prefer to discuss your concerns this way.

You can complain about any aspect of your accommodation or our management service, including repairs and maintenance, communal facilities, cleanliness, staff conduct, communication or other concerns relating to your residence.

Please provide your name, accommodation address, a description of your concerns and, where possible, the outcome you would like us to achieve. This will help us investigate the matter and respond appropriately.

If you need any assistance or adjustments to help you make a complaint, please let us know and we will consider how best to support you.

3. How we handle your complaint

Step 1 – Acknowledgement

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

We will confirm that we have received your complaint and explain what will happen next.

Step 2 – Investigation and response

We will investigate your concerns fairly and objectively, considering the information available and giving relevant parties an opportunity to provide their account where appropriate.

We aim to provide a written response within **10 working days** of receiving your complaint.

If your complaint is complex and requires more time to investigate, we will contact you within that 10-working-day period to explain why additional time is needed and provide an anticipated date for our full response.

Our response will explain our findings, any action we propose to take and the timescale for completing that action, where applicable.

Step 3 – Agreed actions

Where we agree that action is required, we will explain the steps we intend to take and the expected timescale.

Where a resolution or settlement is agreed, we will honour the agreed outcome within 10 days of the settlement being agreed, in accordance with the National Code.

4. If your complaint concerns a member of staff

If your complaint relates to the conduct of a member of our team, it will be considered by someone who is independent of the matter being complained about.

The member of staff concerned will not be involved in investigating or deciding the outcome of the complaint.

You can raise these concerns in confidence using any of the contact methods listed above.

5. Complaints made by a parent, guardian or representative

We understand that students may want a parent, guardian or another authorised representative to assist them with a complaint.

We can communicate with an authorised representative where the student has confirmed in writing that they wish to be represented and have given permission for relevant information to be shared.

An email exchange confirming this arrangement will be sufficient.

6. Escalating your complaint to the National Code

If you remain unhappy with the way your complaint has been handled or believe that we have not complied with the ANUK/Unipol National Code, you may be able to refer the matter to the National Code's independent complaints process.

You can find information about the process, eligibility and how to submit a complaint directly through the National Code website:

Submit a complaint to the ANUK/Unipol National Code

Further information about how the complaints process works is also available here:

How the National Code complaints process works

If you have not received a substantive response from us within **28 days of submitting your complaint**, you can make a complaint to the Code Complaints Investigator, in accordance with the National Code procedure.

The National Code will assess the complaint and determine the appropriate next steps. This may include seeking to resolve the matter directly with us or taking further action where appropriate.

7. Confidentiality and record keeping

We will handle complaints sensitively and share information only where necessary to investigate and respond to the concerns raised, subject to applicable legal requirements.

We will maintain records of complaints and the actions taken to resolve them, in accordance with our record-keeping and data protection obligations.

We will treat residents who raise complaints courteously and professionally throughout the process.

8. Urgent repairs and emergencies

This procedure is intended for complaints and concerns about our accommodation or management service. It should not be used as a substitute for reporting an urgent repair or emergency.

If you need to report a repair, please use our usual maintenance reporting process. If there is an immediate threat to life or safety, contact the emergency services where

appropriate and notify the accommodation management team as soon as it is safe to do so.

We value your feedback and are committed to dealing with complaints fairly, openly and in line with the ANUK/Unipol National Code.