

Mys Living Complaints Policy



Contents

- 1. Introduction**
- 2. Our Service Principles**
 - 2.1 Purpose and Values
 - 2.2 Transparency
 - 2.3 Accountability
 - 2.4 Continuous Improvement
- 3. Scope**
- 4. Complaints Process**
 - 5.1 Making a Complaint
 - 5.2 Acknowledgement
 - 5.3 Investigation
 - 5.4 Resolution
 - 5.5 Communication
 - 5.6 Appeals
- 5. Learning and Improvement**
- 6. Record-Keeping**
- 7. Review**
- 8. Anuk**
- 9. Contact Information**

Complaints Policy

1. Introduction

At Mys Living, we are committed to providing high-quality student accommodation and a positive living experience for all residents. We value open communication and take all complaints seriously. This Complaints Policy sets out how concerns and complaints can be raised and how we will respond in a fair, consistent, and timely manner.

Our aim is to resolve issues as quickly as possible while ensuring residents feel listened to, supported, and treated with respect throughout the process.

2. Our Service Principles

Our approach to handling complaints is guided by the following principles:

2.1 Purpose and Values

We place resident wellbeing at the heart of our operations. Complaints are handled with care, professionalism, and integrity, with a focus on achieving fair outcomes.

2.2 Transparency

We are open and clear about how complaints are managed. Residents will be kept informed about the progress of their complaint and any decisions made.

2.3 Accountability

We take responsibility for our services and actions. Where issues are identified, we will address them appropriately and take steps to prevent reoccurrence.

2.4 Continuous Improvement

Feedback and complaints help us improve. We review complaints to identify trends and make improvements to our services, facilities, and processes.

3. Scope

This policy applies to all residents and stakeholders who wish to raise a complaint about any aspect of Mys Living's services, facilities, or staff. We encourage concerns to be raised as early as possible to allow or prompt resolution.

4. Complaints Process

4.1 Making a Complaint

Complaints can be made through the following channels:

- In-person at our reception desk.
- Via email to the General Manager

When submitting a complaint, the following should be provided:

- Name and contact details of the complainant.
- A clear description of the issue, including relevant dates, locations, and individuals involved.
- Any supporting evidence where available.

4.2 Acknowledgment

We will acknowledge receipt of a complaint within 5 working days, confirming that the matter is being investigated.

4.3 Investigation

All complaints will be investigated in a fair and impartial manner. This may include reviewing relevant records and speaking with staff or contractors involved.

4.4 Resolution

We aim to provide a response and resolution within 14 working days of receiving the complaint. If additional time is required, the resident will be kept informed and provided with updates.

4.5 Communication

We will maintain clear and respectful communication throughout the complaint process and will explain the outcome of the investigation and any actions taken.

4.6 Appeals

If the complainant is not satisfied with the outcome, they may request a review of the decision within 31 days of the response. The review will be carried out by a senior member of staff who was not previously involved in the complaint.

5. Learning and Improvement

Complaints are reviewed regularly to help us identify opportunities for improvement. Where appropriate, changes will be made to services, procedures, or training to enhance the resident experience.

6. Record-Keeping

We maintain records of all complaints, including details of investigations and outcomes. These records are used for monitoring, reporting, and service improvement purposes.

7. Review

This policy will be reviewed annually to ensure it remains effective, up to date, and aligned with mys Living's operational standards and resident expectations.

8. ANUK

The ANUK National Code is a voluntary scheme and, as members of it we have committed to meet the standards set out in the Code. If you have raised a complaint directly with, and deem this a breach of the Code which does not get rectified to your satisfaction, then you may submit a complaint to the National Code. Before you do so, check the FAQs on their website to check that your complaint meets the criteria, you will also find answers to some other common queries there. <https://www.nationalcode.org/pages/FAQs/category/complaint-faqs>

Their Code Complaints Investigator will assess your complaint and check it falls within the remit of the scheme and respond with appropriate guidance. You can expect to receive a reply from the National Code no later than two weeks and any breach of the Code resolved within four weeks of it being reported in writing.

A link to the National Codes Complaints process is here – <https://www.nationalcode.org/national-code-complaints-process>

9. Contact Information

For any questions about this policy please contact:

Scott Blakeway

Director of Operations

scott@mysliving.com

We welcome feedback and are committed to continuously improving the experience for everyone who lives with mys Living.

Version	Date	Owner	Comments
1.0	November 2023	SH	
2.0	February 2025	SB	
3.0	January 2026	AD	

