

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, parents, carers, guarantors and neighbours 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 Early Resolution and Service Recovery

Mys Living aims to identify and resolve concerns at the earliest opportunity, wherever possible before they develop into formal complaints.

Residents do not need to use the word "complaint" for us to recognise that something may have gone wrong. Where a resident expresses dissatisfaction, has needed to raise

an issue repeatedly, or where we identify that our expected service standards have not been met, our teams are expected to take appropriate ownership and seek to resolve the matter.

Where an issue cannot be resolved through early intervention, or where the resident asks for the matter to be treated as a formal complaint, it will progress through the formal complaints process below.

Use of the service recovery process does not restrict a resident's right to make a formal complaint at any time.

4.2 Making a Complaint

Complaints can be made through the following channels:

- Via email to the General Manager

If the complaint is sensitive in nature and/or regarding the General Manager then please send your complaint via email to feedback@mysliving.com

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.

4.3 Acknowledgment

We will acknowledge receipt of a complaint within 3 working days, confirming that the matter is being investigated.

4.4 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.

4.5 Resolution

We aim to provide a response and resolution within 10 working days of receiving the complaint. If additional time is required, the resident will be kept informed and provided with updates.

4.6 Communication

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

4.7 Appeals

If the complainant is not satisfied with the outcome, they may request a review of the decision within 31 days of the response, by emailing feedback@mysliving.com. The review will be carried out by a senior member of staff who was not previously involved in the complaint. We will aim to provide a further response and resolution within 14 days. Please note that, where the nature of the complaint requires more detailed investigation, we may contact you to discuss an extended timeframe in order to respond with a full resolution.

4.8 ANUK / Unipol National Code

The ANUK / Unipol National Code is a voluntary scheme and as members we have committed to meet the standards set out in their code. If you have raised a complaint directly with us and the breach of the Code doesn't get rectified to your satisfaction or you have not had a response from us after 28 days, then you may submit a complaint to the National Code. Before you do so, you should check the FAQs on their website to ensure that your complaint meets their criteria.

<https://www.nationalcode.org/for-students/guidance-faqs/>

The National 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.

<https://www.nationalcode.org/for-students/problems-complaints/>

4.9 Property Redress Scheme

Mys Property Management Limited are members of the **Property Redress Scheme**. Our membership number is **PRS053330**. If you do not feel we have dealt with your complaint, you may be able to raise with the PRS.