

Student Complaints Procedure

1. Purpose

We are committed to providing a high standard of accommodation and service to our residents. At New Era Living, we're committed to making your stay as enjoyable and stress-free as possible. If you've had a positive experience, we'd love to hear about it—please feel free to let any of our staff know in person or at reception, and we also encourage you to share it on social media to help others discover what makes our community special.

If you ever feel something hasn't gone quite right, we want to make it better. You're welcome to speak directly to any staff member you've been in contact with or visit reception to raise your concern. We recognise that concerns may occasionally arise and welcome feedback as an opportunity to improve our services.

This Complaints Procedure explains how residents at New Era Living can raise concerns and how complaints will be investigated and resolved fairly, consistently, and promptly.

2. Scope

This procedure applies to complaints relating to:

- Accommodation standards.
- Repairs and maintenance.
- Staff conduct.
- Management services.
- Health and safety concerns.
- Cleaning and housekeeping services.
- Security and welfare services.
- Contractual and tenancy-related administration.

This procedure does not apply to:

- Matters subject to legal proceedings.
- Issues managed through separate disciplinary procedures.
- Criminal matters, which should be reported to the police.
- Appeals against academic decisions made by educational institutions.

3. A complaint defined as is:

Any expression of dissatisfaction about the standard of service, action, or lack of action by New Era Living Limited as the accommodation provider, its staff, contractors, or representatives.

You are encouraged to raise concerns as soon as possible to allow issues to be resolved quickly.

4. Our Principles

We will ensure that:

- Complaints are handled fairly and impartially.
- Residents are treated with respect.
- Complaints are investigated objectively.
- Responses are provided within published timescales.
- Residents are not disadvantaged for making a complaint in good faith.
- Personal information is handled in accordance with data protection legislation.

5. Informal Resolution

Most issues can be resolved quickly without the need for a formal complaint.

You should first contact:

- Via our online form <https://form.jotform.com/252323393289361>
- The Lettings Office at NEWERALIVING@NELSTUDENTS.COM or lettings@nelstudents.com
- Our 24 hour Reception (in Block B)
- Or phone on 0114 272 9904 (New Era Living - lettings team)
- Or our main reception desk 0114 2762188

We will aim to respond within **3 working days**.

Where appropriate, staff will seek to resolve the matter immediately.

6. Formal Complaints Process

Stage 1: Formal Complaint

If the issue cannot be resolved informally, you may submit a formal complaint.

Complaints should include:

- Your full name.

- room number.
- Contact details.
- Details of the complaint.
- Relevant dates and times.
- Any supporting evidence.

Complaints may be submitted:

- By email;
- a virtual meeting facility or phone
- face-to-face discussion.
- In writing; or
- By another agreed accessible method (if submitted by virtual meeting, phone or face to face, we will confirm the detail of your formal complaint in writing)

Acknowledgement

We will acknowledge receipt of the complaint within **3 working days**.

Investigation

The complaint will be assigned to an appropriate member of staff who was not directly involved in the matter where possible.

Response

A written response will normally be provided within **10 working days** of acknowledgement. We will set out the actions we propose to take and the overall timetable we aim to achieve. Any agreed outcomes will be honoured within 10 days.

Where matters are complex then, within that 10 days we will write to you (and / or your appointed representative) explaining why a longer period of consideration is necessary, together with an anticipated time when a full response can be provided.

Stage 2: Complaint Review

If you remains dissatisfied, they you may request a review of the Stage 1 outcome.

The request should be submitted within **10 working days** of receiving the Stage 1 response and should explain:

- Why you remain dissatisfied; and
- Any additional information you wish to be considered.

Where no request for a review is received within 10 working days, the complaint will normally be considered closed.

Requests received after this period will not ordinarily be considered. However, we may, at our discretion, accept a late request where there are reasonable grounds for the delay, such as illness, incapacity, exceptional personal circumstances, or where new material information has become available.

The review will normally be undertaken by a senior manager not previously involved in the investigation.

Where a complaint/s relate to a member of staff's conduct, we will ensure that staff complained about form no part of the consideration of the complaint.

Review Outcome

A written response will normally be provided within **15 working days**.

The decision at Stage 2 represents our final internal response.

7. ANUK Independent Complaints Process

If you remain dissatisfied following completion of New Era Living's internal complaints process, you may be entitled to refer the matter to the relevant ANUK Code complaints process.

If a complaint is not responded to by us within **28 days** of it being lodged, then a complaint can be made to the Codes Complaints Investigator – a link to their website can be found here :

<https://www.nationalcode.org/for-students/problems-complaints/submit-a-national-code-complaint-online/>

We will assign a high level of importance to any correspondence or contact from the Investigator and will deal with any enquiry with a high level of priority. We must respond to any correspondence from the Codes Complaints Investigator as a priority but in any event not longer than 5 days. The Codes Complaints Investigator will seek to ascertain whether the Code provisions have been breached and will aim to resolve any dispute between us and the resident within a timescale decided upon by the Codes Complaints Investigator.

Before a complaint can be considered externally, you must normally:

- Complete the provider's internal complaints procedure; and
- Provide supporting evidence relating to the complaint.

Information regarding the relevant ANUK Code and complaints process can be found at:

www.anuk.org.uk

8. Timescales

Stage	Target Timescale
Informal Response	3 Working Days
Formal Complaint Acknowledgement	3 Working Days
Stage 1 Response	10 Working Days
Stage 2 Review Response	15 Working Days

Where circumstances prevent adherence to these timescales, you will be notified.

9. Confidentiality

All complaints will be treated confidentially and shared only with individuals involved in investigating and resolving the matter.

Personal data will be processed in accordance with applicable data protection legislation and our Privacy Notice.

You may wish to make use of an authorised representative as part of this process, if so, please will notify us in writing of both this intention and give your consent for information to be shared with this nominated third party. An authorised representative would include a parent or guardian making a complaint on behalf of a student. An exchange of emails will be adequate for these purposes.

10. Record Keeping

We will maintain records of complaints to:

- Monitor service quality.
- Identify recurring issues.
- Improve operational practices.
- Demonstrate compliance with ANUK Code requirements.

Records will be retained in accordance with the organisation's data retention policies.

11. Accessibility and Support

We are committed to ensuring that all residents can access the complaints process.

Alternative formats and reasonable adjustments can be provided upon request, including:

- Large print documents.
- Accessible electronic formats.
- Additional support for residents with disabilities or specific needs.
- Assistance for residents whose first language is not English.