



Internal Complaints Procedure

1. Purpose

Premier Student Halls is committed to dealing with complaints fairly, professionally, courteously and within reasonable timescales.

This procedure explains how residents may raise a complaint, how complaints will be reviewed, and how Premier Student Halls will respond.

This procedure applies to complaints about the standard of accommodation, management service, communication, repairs, maintenance, staff conduct, and other matters relating to the resident's occupation of the accommodation.

Where a complaint concerns a legal dispute, tenancy interpretation, rent liability, tenancy termination, deposit entitlement, or alleged statutory repayment entitlement, Premier Student Halls may need to take legal advice before providing a substantive response. In such cases, the complaint will still be acknowledged and managed under this procedure, but Premier Student Halls will not provide legal advice to the resident.

This complaints procedure should be read alongside the ANUK/Unipol National Code complaints process, where applicable.

2. How to Make a Complaint

Complaints should be made in writing by email or post to:

Complaints contact: Hector Smith / Director

Email: Hector@duncan-smithgroup.com

Postal address: PO Box 7079, CV8 9FX

The resident should include:

- their full name;
- property address and room/flat number;
- a clear summary of the complaint;
- relevant dates;
- copies of any supporting evidence, such as emails, photographs, screenshots or documents;
- the outcome or resolution they are seeking.

Complaints should be clear, factual and accurate so that the matter can be reviewed properly.

Premier Student Halls will also accept contact from residents, or authorised representatives, by telephone, email, virtual meeting facility or face-to-face discussion where appropriate.

Where a resident wishes to use an authorised representative, the resident must notify Premier Student Halls in writing and provide consent for information to be shared with that nominated third party. An exchange of emails will usually be sufficient for this purpose.

3. Stage 1 — Acknowledgement and Initial Review

Premier Student Halls will acknowledge receipt of a written complaint within **3 working days**.

The complaint will then be reviewed by the relevant manager or appropriate member of the management team.

Where possible, Premier Student Halls will provide a substantive written response within **10 working days** of receiving the complaint.

If the matter is complex, requires further investigation, requires input from contractors or third parties, or requires legal advice, Premier Student Halls will explain why more time is needed and provide an anticipated date for a full response.

4. Stage 1 Response

The Stage 1 response may include:

- a summary of the complaint;
- the findings of the review;
- any action already taken;
- any further action Premier Student Halls proposes to take;
- where relevant, the reason Premier Student Halls does not uphold the complaint;
- any practical next steps;
- the anticipated timetable for any proposed actions.

Where the complaint raises matters of legal interpretation, Premier Student Halls may confirm its position without providing legal advice to the resident.

Where an outcome or settlement is agreed, Premier Student Halls will aim to honour any agreed outcome within **10 working days**, unless a different timescale is agreed or reasonably required.

5. Stage 2 — Escalation

If the resident remains dissatisfied with the Stage 1 response, they may request escalation to Stage 2.

A Stage 2 request must be made in writing within **10 working days** of the Stage 1 response and should explain why the resident remains dissatisfied.

Stage 2 complaints will be reviewed by a senior manager, director, or another person who was not the main decision-maker at Stage 1, where reasonably possible.

Premier Student Halls will aim to provide a Stage 2 written response within **10 working days** of receiving the escalation request.

If more time is required, Premier Student Halls will explain why and provide an anticipated response date.

6. Staff Conduct Complaints

Where a complaint relates to the conduct of a member of staff, Premier Student Halls will ensure, where reasonably possible, that the staff member complained about does not form part of the consideration or decision-making process for that complaint.

Premier Student Halls will handle complaints professionally and, where appropriate, confidentially.

7. Final Position and External Escalation

The Stage 2 response will normally be Premier Student Halls' final internal response.

If a complaint is not responded to by Premier Student Halls within **28 days** of it being lodged, the resident may refer the matter to the Codes Complaints Investigator under the ANUK/Unipol National Code complaints process.

If the resident remains dissatisfied after the internal complaints procedure has been completed, and the matter falls within the scope of the National Code, the resident may also refer the complaint to the ANUK/Unipol National Code complaints process.

Further information regarding the National Code complaints process can be found at:

<https://www.nationalcode.org>

The National Code will normally expect the resident to have raised the matter directly with Premier Student Halls first and to provide evidence that they have done so.

For the avoidance of doubt, the National Code may not determine purely legal disputes concerning tenancy interpretation, rent liability, statutory repayment entitlement, or contractual rights. Residents may wish to seek independent legal advice regarding such matters.

8. Urgent Matters and Repairs

This complaints procedure does not replace the usual repair-reporting process.

Emergency repairs or urgent safety issues should be reported immediately using the normal maintenance/emergency contact details.

Where a complaint includes a repair issue, Premier Student Halls will consider whether immediate action is required while the complaint is being reviewed.

Repair and maintenance issues should be reported using the usual maintenance reporting procedure so that they can be logged, assessed and actioned appropriately.

9. Conduct During Complaints

Premier Student Halls will deal with complaints professionally, courteously and respectfully.

Residents are expected to communicate in a reasonable and respectful manner.

Premier Student Halls may limit repetitive, abusive, threatening or unreasonable correspondence, but will not do so simply because a resident has raised a complaint or disagrees with the company's position.

Where correspondence becomes repetitive or unreasonable, Premier Student Halls may confirm that its position has been provided and that no further response will be given unless materially new information is raised.

10. Record Keeping

Premier Student Halls will keep a record of:

- the complaint received;
- acknowledgement date;
- correspondence and evidence;
- investigation notes;
- response dates;
- outcome;
- any action taken.

Complaint records will be kept in accordance with Premier Student Halls' data protection obligations.

11. Review of Complaints

Premier Student Halls may review complaint records periodically to identify recurring issues, service improvements, staff training needs, or operational changes.

This document outlines the internal complaints procedure for Premier Student Halls residents.