



# Complaints Procedure 2014/15



## 1. Policy

Mansion Student strives to achieve the highest standards in its provision of services but recognises there are occasions when complaints may arise from these and has a Student Complaints Policy to address such complaints.

The procedure set out here is supplemental to and in no way intended to replace the Students Complaints Policy.

(A full copy of our Students Complaint Policy is available on request from Mansion Property Management Ltd, 1 Oakwood Square, Cheadle Royal Business Park, Cheadle, Cheshire SK8 3SB)

## 2. Purpose

All locations within the Mansion Student portfolio welcome any and all opportunities to address any issues with the services we provide. We encourage customer to verbally raise the issue locally with their Hospitality Team in the first instance as many issues can best be addressed at the time they arise with the area concerned.

It is recognised however, there may be occasions when either it is not appropriate to raise the issue locally or this has been done and dissatisfaction remains. In these circumstances a complaint may be raised and this procedure sets out;

- How to raise a complaint;
- How a complaint will be dealt with;
- Service standards within which complaints will be dealt with.

## 3. How to raise a complaint

If you experience a problem with your accommodation, our service or our staff, please take the time to make this known to us.

In the first instance, contact your Hospitality Manager by telephone, e-mail, letter or in person, where notes will be made of your concerns.

However, if you prefer you may make your complaint in a formal manner in writing, directed to The Regional Hospitality Manager, Mansion Property Management Ltd, 1 Oakwood Square, Cheadle Royal Business Park, Cheadle, Cheshire SK8 3SB.

Your complaint will be dealt with in a fair and timely way regardless of how your complaint is made.

All complaints relating to accommodation need to be made by the student concerned and not via a party, guarantor

or any other third party. A complaint received by a third party will only be considered with the express written permission of the person to whom the complaint relates.

If your complaint regards any perceived breach of the ANUK Code of Standards for Larger Student Housing (a copy of which can be found here: [www.anuk.org.uk/largeCode/code.asp](http://www.anuk.org.uk/largeCode/code.asp)) then please direct your correspondence to; Director of Student Living, Mansion Property Management Ltd, 1 Oakwood Square, Cheadle Royal Business Park, Cheadle, Cheshire SK8 3SB.

#### **4. How we will deal with your complaint**

We will:

- Acknowledge receipt of your complaint within 5 working days
- If necessary, we will forward your comments to the person most able to determine the situation.
- On receipt of a complaint a full investigation will be undertaken to establish the circumstances surrounding the issue, which may include formal interviews with any other person(s) affected/involved in order to reach a decision.
- The investigation will consider the cause of the problem and seek to find and take steps to ensure there can be no repetition of the problem.
- Write to you within 10 working days with our response. It may not be feasible to promise a conclusion within 10 working days; however the complainant will be advised of the actions being taken.

#### **5. Service Standards**

Mansion Student complaints policy has a number of underlying principles:

- To enable a student who has a grievance or complaint to pursue the matter in a systematic manner.
- To ensure that the right of every student to have a high standard of accommodation is maintained.
- To respond to complaints in a timely fashion, adhering to published or agreed time deadlines.
- To observe the principles of fairness and impartiality.
- Focus on resolving complaints rather than apportioning blame.
- Confidentiality of students will be protected.
- Complaints will be monitored and analysed with a view to addressing the root cause.

Mansion Property Management is a member of the Property Redress Scheme (PRS). The PRS is a government authorised consumer redress scheme that offers an escalated complaints process to customers of Members of the PRS. [www.theprs.co.uk](http://www.theprs.co.uk)

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