



SMART STUDENT ACCOMMODATION IN-HOUSE COMPLAINTS PROCEDURE

In-House Complaints Procedure

We are committed to providing a professional service to all students and resolving concerns fairly, promptly and respectfully. If something goes wrong, please tell us so we can investigate and improve our service.

1. How to make a complaint

You can submit a complaint through our online form at <https://smartstudentaccommodation.com/complaints/>, email info@smartstudentuk.com, telephone 0203 034 6000, or write to Smart Student Accommodation, 3–5 Thane Villas, London N7 7PH. You may also discuss a concern with our management team in person or request a virtual meeting. Tony can be contacted on 07960 073 064.

Please include your name, flat/room number, contact details, an explanation of the concern, relevant dates and any supporting evidence if possible. We can assist students who need an accessible alternative to the online form. A student may appoint a representative (including a parent or guardian) by providing written authorisation and consent for us to share information with that person.

2. Confidentiality and complaints about staff

Students may raise sensitive concerns in confidence by emailing info@smartstudentuk.com with “Confidential complaint – for senior management” in the subject line, or by requesting a private conversation with senior management by telephone or in person. We will limit access to complaint information to those who need it to investigate and respond, subject to any necessary disclosure or legal obligations. If a complaint concerns the conduct of a staff member, that staff member will not investigate, consider or decide the complaint. A manager or senior staff member not implicated in the matter will handle it. If the usual manager is the subject of the complaint, it will be passed to another uninvolved senior decision-maker.

3. What happens next

- **Acknowledgement:** We will acknowledge receipt of your complaint within 3 working days of receiving it and provide a copy of this procedure or a link to it.
- **Investigation and response:** We will review the evidence and provide a written response within 10 working days of receiving the complaint. The response will explain our findings, any action proposed and the anticipated timeframe for completing it.
- **Complex cases:** If we need more than 10 days, we will write to you within the original 10-day period, explain why further time is needed. We will keep you informed of material changes.
- **Internal review:** If you are dissatisfied, you may request a review by an uninvolved senior member of staff.

- Agreed resolution: We will honour any agreed outcome within 10 days of settlement, in accordance with National Code clause 9.9.

4. Independent escalation: ANUK/Unipol National Code

If you are unhappy with the outcome of our internal complaint's procedure, or if you have not received a substantive response within 28 days of first lodging your complaint with us, you can reach out to ANUK/Unipol National Code to the National Code Complaints Investigator. Please note The National Code normally expects you to have raised the matter with us first and to provide supporting evidence.

National Code complaints guidance and procedure: <https://www.nationalcode.org/for-students/problems-complaints/>

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

The National Code process considers alleged breaches of the Code and does not generally decide contractual disputes or award compensation.

5. The Property Ombudsman (where applicable)

If you feel we have not sought to address your complaint within eight weeks, you may be able to refer the matter to The Property Ombudsman without waiting for our final viewpoint.

This is separate from the National Code route and does not replace it.