



Student Life Plymouth Limited
92 North Hill
Plymouth PL4 8EX

01752 25 35 35
hello@studentlifelettings.co.uk
www.studentlifelettings.co.uk

STUDENT LIFE

Complaints Procedure

Student Life is committed to the highest standards of service and compliance. We are bound by the Property Ombudsman's Code of Practice.

We understand that sometimes things can go wrong and if they do, we are committed to resolving problems with the minimum of inconvenience. Our complaints procedure has been structured to ensure that any concerns are dealt with as quickly and efficiently as possible. Should you require assistance with this process, please email us at kevin@studentlifelettings.co.uk.

We have a standard procedure for handling complaints which is as follows:

1. Making a complaint

In the first instance your complaint should be directed in writing to the local Branch Manager. Your complaint will be acknowledged within 3 working days. The branch will conduct a full and thorough investigation and a full written response will be sent within 15 working days.

2. If you remain dissatisfied

If you feel the matter remains unresolved you should write to the Director explaining why you are unhappy with the response. The Director will conduct a comprehensive review of your complaint and will give a final viewpoint in writing within 10 working days.

3. Independent redress

In the unlikely event that you are still dissatisfied then you may refer the matter to the Property Ombudsman at the following address:

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP

Tel No.: 01722 333 306

Email: admin@tpos.co.uk

Website: www.tpos.co.uk

Please be aware that you have up to 12 months from the date of the final viewpoint letter to refer your complaint to the Ombudsman in writing.





STUDENT LIFE

Student Life Plymouth Limited
92 North Hill
Plymouth PL4 8EX

01752 25 35 35
hello@studentlifelettings.co.uk
www.studentlifelettings.co.uk

4. What next?

You will receive written confirmation from the Property Ombudsman that your complaint form has been received. They will write to us, enclosing a copy of your complaints form, and request our file and a statement describing our version of events.

The complaint will be reviewed by the Property Ombudsman's office together with the response from us and a recommendation will be made to the Ombudsman who will then make a final decision which is binding upon the branch in question.

If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

