Sanctuary Students

COMPLAINTS

We've been providing purpose-built homes to students for a long time and we think we're pretty good at what we do.

What we offer

We provide a range of services across our properties including:

- all-inclusive rent prices so you have peace-of-mind and know that your accommodation bills are covered
- access to super-fast internet so you can stay connected
- contents insurance so your belongings are covered
- repairs maintenance to fix any faults
- 24 hour security to keep you safe
- building safety and regular checks.

We do our best to make sure your stay with us goes as smoothly as possible and we recognise that sometimes things can go wrong. If something isn't quite right with any of the fixtures, fittings or services we provide, let us know and we'll aim to resolve the issues as quickly as possible. Our teams are usually the best people to deal with your complaint. Please talk to them first – they can normally sort out your problems quickly and efficiently.

We'll deal with your complaint in-line with the guidance from the National Code of Standards from ANUK and any Government requirements.

How to make a complaint

- Register your complaint with your on-site team via phone, email or in person at reception
- You will receive receipt of your complaint within 2 working days. In which time we will begin a full investigation
- We will give the name of the person dealing with your complaint, who will make personal contact with you
- We will create a record of your complaint on our system
- You will be provided with a full written response within 10 working days. If we cannot respond within that time it is because your complaint is complicated, but you will be kept informed. We always try to sort out the issues as quickly as possible.

Escalation of complaint

If you are not satisfied with the response, and wish your complaint to be considered at the next stage, you must detail what has not been answered or addressed, within four weeks of receipt of our response, at each stage.

Your complaint will only be progressed to the next stage if it is agreed that we have not addressed or responded to all of the issues raised at the previous stage.

The complaints process has two stages:

- Stage 1 - Dealt with by your local team
- Stage 2 - Dealt with by a senior manager