

We want you to love living with us but there may be times when we don't always get it 'right' and you need to make a complaint.

We will listen to your complaints, treat them seriously and will always try our best to fix issues first time.

You will be treated with courtesy and fairness at all times, respecting your right to confidentiality and privacy within the team handling your complaint.

We will learn from the complaints you make to continuously improve our services.

Our Complaints Procedure is available to anyone who receives or is directly affected by the service we provide.

Stage 1	Stage 2	Stage 3
As we would like to resolve your complaint quickly, please raise the issue at your earliest opportunity. You can do this by submitting a Fresh Complaints Form, in person with a member of our team, by telephone, video call or in writing. Most complaints will be resolved immediately at Stage 1 by our local staff. Where this is not the case, we will aim to acknowledge receipt of your complaint by the next working day. The acknowledgement to your complaint will include the name and contact details of the person who will be handling the complaint. If a complaint is more complex and will involve investigation, we may ask you to set this out in writing and a discussion with the General Manager responsible for your building. We aim to respond to complex complaints within 5 working days. Complaints about the General Manager will be escalated straight to Stage 2.	All Stage 2 complaints will be dealt with by a Senior Manager. Before responding to a complaint at Stage 2 we will check that you have raised your complaint locally with a member of staff and your complaint was not resolved. If you have not spoken with a member of staff locally to resolve your complaint, we will ask the General Manager to contact you as they are usually in the best position to help you. At Stage 2 we may need to collect more information and will also want to speak with you to find out what we can do to resolve your complaint. Following our investigation, we will let you know our findings and use your preferred form of communication when we contact you. We will explain how and why we came to our conclusions. If we find we have done something wrong, we will tell you, explain what happened and apologise. If we find there is a fault in our systems or the way we do things, we will tell you what it is and how we plan to change things to stop it happening again. We will aim to provide you with a response within 10 working days.	Stage 3 is the final stage of our complaints procedure and will be handled by another senior manager not previously connected to your complaint. You can only take your complaint to this stage if you have gone through Stage 1 & 2 of the complaints procedure and you believe we have failed to: - Follow our own procedures. - Correct a failure. Please contact the Stage 2 Senior Manager if you feel this is the case and let us know your preferred method of contact for the process. We will aim to provide you with a full response within 10 working days. Once the complaint has been investigated, the outcome is final, and we will consider our complaints process exhausted. We appreciate in certain situations you may not receive the outcome you were hoping for however this does not mean that we haven't dealt with the complaint correctly.

Response Times

There are some occasions where a complaint is complex where we may require more time to investigate to be able to properly respond to your complaint. When this occurs, we will communicate this to you providing an update on progress and revised date you should expect

Complaints Excluded from This Process

Complaints that will not be considered under this process:

- A complaint raised more than 3 months after the reason for the complaint occurred except where genuine extenuating circumstances apply.
- First time requests for a service e.g. repairs. We ask you to give us a chance to put things right and resolve the issue for you first.
- A complaint that has already been fully investigated and responded to through this complaint's procedure.
- Anonymous complaints.
- A complaint about the anti-social behaviour of another resident.
- A request to be released early from your tenancy.
- An issue being dealt with by another authority, e.g. university, landlord, ANUK tribunal and/or court.

Building Safety Act 2022

Fresh are dedicated to fostering a sense of security and assurance among residents, where their concerns are not only acknowledged but actively addressed.

We are committed to engaging and empowering residents residing in high-rise accommodations to actively contribute to maintaining a safe living environment.

Residents will be encouraged to submit complaints in regard to building safety and these will be responded to in line with our Complaints process.

Further Escalation

If after Stage 3 you continue to be dissatisfied with the outcome of the process, you may be able to escalate your complaint to an independent body.

Each will have their own criteria for complaints that will be accepted.

Student Properties

The National Code is a voluntary scheme and, as members of it we have committed to meet the standards set out in the Code.

If you've raised a complaint directly with us, and the breach of Code doesn't get rectified, or we not respond within 28 days of the complaint being lodged, then you may submit a complaint to the National Code. Before you do, have a look at the FAQs to check your complaint meets its criteria. You'll also find answers to some common queries here <https://www.nationalcode.org/Pages/FAQs/Category/complaint-faqs>

if a complaint is not responded to by the Member within 28 days of it being lodged with them, then a complaint can be made to the Codes Complaints Investigator by the occupant.

The Code Complaints Investigator will assess your complaint, check you've raised the matter with us, and respond with appropriate guidance.

You can expect to receive a response from the National Code Contact promptly (no later than two weeks) and any breach of the National Code should be resolved within four weeks of it being reported in writing. A link to the National Codes complaints process is here <https://www.nationalcode.org/for-students/problems-complaints/>

All Properties

Property Redress Scheme – For more details visit <https://www.theprs.co.uk/Consumer>
Propertymark – For more details visit <https://www.propertymark.co.uk/>

Scotland

Current and former residents residing in accommodation in Scotland can also complain to the First-tier Tribunal of the Scotland Housing and Property Chamber if they remain dissatisfied once the complaints process has been exhausted, or if a complaint is not processed according to the timescales described. Written complaints should be submitted to:

First Tier Tribunal
Glasgow Tribunals Centre
20 York Street
Glasgow
G2 8GT

Telephone: 0141 302 5900

Or visit: <https://www.housingandpropertychamber.scot/home>

Republic of Ireland

Residents living in our accommodation in the ROI can contact the Residential Tenancies Board to apply for mediation or adjudication services.

Visit <https://rtb.ie/disputes/>