

# Stockton Students - Complaints Procedure

At Stockton Students we aim to provide the highest standards of service to all of our customers.

To ensure that your interests are safeguarded, we have the following complaints procedure in place. The aim of this process is to resolve all customer issues or concerns as quickly as possible. In the majority of cases, we hope that any issues can be resolved quickly and amicably to the customer's satisfaction by your Tenancy Manager.

## **Stage 1 - Tenancy Manager**

Complaints should, in the first instance be directed to the Tenancy Manager of the building that you live in. They will endeavour to liaise with you as quickly as possible and resolve your complaint no later than 15 working days from the date the complaint is received.

## **Stage 2 - Senior Account Manager**

If, after you have received your response from the Tenancy Manager, you remain dissatisfied, you may address your concerns in writing to the Senior Account Manager of your building.

Once received, your complaint will be acknowledged within 3 working days and you will receive a response within 15 working days from your complaint being received.

## **Stage 3 - External Bodies**

If you still remain dissatisfied with all of the responses that you have received from Stockton Students you may approach external bodies to try and resolve the ongoing issue.

If you remain dissatisfied with the outcome of your complaint you can raise it with the ANUK Complaints Tribunal:

[www.nationalcode.org/forms/making-a-complaint](http://www.nationalcode.org/forms/making-a-complaint)