



STUDENT LIFE

Student Life Plymouth Limited
92 North Hill
Plymouth PL4 8EX

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

Complaints Procedure

Student Life Plymouth Limited ("Student Life") is committed to providing a professional and high standard of service to all our clients and customers.

We are a member of **The Property Ombudsman (TPO)** and are committed to dealing with complaints fairly, promptly and in accordance with The Property Ombudsman's Code of Practice.

We recognise that occasionally things can go wrong. If you are dissatisfied with any aspect of our service, we would like the opportunity to investigate your concerns and, where appropriate, put matters right.

There is no charge for making a complaint under this procedure.

1. Making a Complaint

If you wish to make a formal complaint, please put your complaint in writing and provide as much information as possible, including:

- Your name and contact details;
- The property address, where applicable;
- Details of your complaint;
- Relevant dates and the names of any members of staff involved;
- Copies of any relevant correspondence or supporting evidence; and
- How you would like the matter to be resolved, where appropriate.

Complaints should be sent to:

Student Life Plymouth Limited

92 North Hill
Plymouth
PL4 8EX

Email: kevin@studentlifelettings.co.uk

We will also deal with a properly appointed representative acting on behalf of a complainant.

2. Acknowledgement

We will acknowledge your complaint within **3 working days** of receiving it and begin our investigation.

3. Investigation and Response

Your complaint will be investigated fully and fairly by a senior member of staff or designated complaint handler who has not been directly involved in the matter, wherever practicable.

We will provide you with a formal written response within **15 working days** of receiving your complaint.

Our response will address the issues you have raised and, where appropriate, explain what action or resolution we propose.

If circumstances mean that we are unable to provide a full response within this period, we will explain the reason for the delay and keep you informed.

4. Further Review

If you remain dissatisfied with our response, you should contact us again explaining why you remain unhappy and request a further review.

Registered address: 92 North Hill Plymouth PL4 8EX
Registered in England and Wales Company No. 10613040
VAT number: 272 3566 94



The Property
Ombudsman

rightmove



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Your complaint will then be reviewed by the Director, or another senior person who has not been directly involved in the matter, wherever practicable.

A further investigation will be undertaken and we will provide you with our written **Final Viewpoint Letter within 15 working days** of receiving your request for a review.

The Final Viewpoint Letter will set out our final position on the matters raised, together with details of any proposed resolution or offer.

This marks the conclusion of Student Life Plymouth Limited's internal complaints procedure.

5. The Property Ombudsman

If you remain dissatisfied after receiving our Final Viewpoint Letter, you may refer your complaint to **The Property Ombudsman (TPO)**.

You must normally refer your complaint to The Property Ombudsman within **12 months of the date of our Final Viewpoint Letter**.

If we have not completed our internal complaints procedure and addressed your complaint within **eight weeks** of receiving it, you may also be entitled to refer the matter directly to The Property Ombudsman.

The Property Ombudsman's service is free to consumers.

The Property Ombudsman

Unit 159756

PO Box 7169

Poole

BH15 9EL

Telephone: 01722 333306

Email: admin@tpos.co.uk

Website: www.tpos.co.uk

The Property Ombudsman will consider the complaint independently in accordance with its Terms of Reference.

Where a complainant accepts the Ombudsman's Final Decision, that decision becomes binding on the member in accordance with The Property Ombudsman's Terms of Reference.

6. General

We will keep an appropriate written record of **all verbal and written complaints received**, together with the steps taken to investigate and resolve them.

Making a complaint under this procedure does not affect any statutory or legal rights you may have.

We aim to deal with all complaints professionally, fairly and with the minimum inconvenience to those involved.

A copy of this Complaints Procedure is **available free of charge on request** and is also available from our office and website.

