

Making a Complaint

At PfP Students, we are committed to providing a high-quality service and creating a positive experience for all residents, clients and partners. We recognise that sometimes things can go wrong, and when they do, we want to hear from you.

We welcome feedback and complaints as an opportunity to put things right, learn from our mistakes and improve our services.

What is a Complaint?

A complaint is an expression of dissatisfaction about:

- A service we have provided
- An action or decision taken by PfP Students
- A delay or failure to act
- The way a matter has been handled
- The standard of service received
- Communication provided by PfP Students

A complaint can be made by:

- Current residents
- Former residents
- Parents or guardians
- University partners
- Clients
- Other stakeholders affected by our services

Before You Make a Complaint

Many issues can be resolved quickly by speaking to your site team or contacting us directly. Where possible, we will always try to resolve concerns promptly and informally. If you remain dissatisfied, you can submit a formal complaint using the details below.

How to Make a Complaint

We want to make it as easy as possible for you to raise a complaint. You can make a complaint in any of the following ways:

By Email

complaints@pfpstudents.co.uk

Please include as much information as possible, including:

- Your name
- Contact details
- Property address or residence name
- Details of the issue
- Any relevant dates
- What outcome you are seeking

In Person

Speak to a member of the team at your accommodation site. A colleague will listen to your concerns and, where possible, try to resolve the issue with you. If the matter cannot be resolved immediately, we will record it as a formal complaint and begin our complaints process.

Virtual Meeting

If you would prefer to discuss your complaint face-to-face but are unable to attend in person, we can arrange a virtual meeting with an appropriate member of the team.

By Telephone

You can contact your accommodation team directly using the telephone number provided for your residence. A member of the team will discuss your concerns and explain the next steps.

If you require support in submitting a complaint, please let us know and we will make reasonable adjustments wherever possible.

Making a Complaint on Someone Else's Behalf

A parent, guardian or other representative may raise a complaint on behalf of a resident. Before we can discuss the complaint in detail or share personal information, we will normally require the resident's written consent or authority.

Exceptions may apply where disclosure is permitted or required by law, safeguarding responsibilities, court orders or other legal obligations.

What Happens Next?

Step 1 - Acknowledgement

We will acknowledge your complaint within 1 working day of receiving it.

We will provide:

- Confirmation that your complaint has been received
- A complaint reference number

- Details of the colleague responsible for handling your complaint

Step 2 - Assessment

We will assess your complaint to determine:

- The nature of the complaint
- The appropriate complaint stage
- Whether specialist support is required
- Whether further information is needed
- Whether the matter can be resolved quickly

Step 3 - Investigation

A complaint owner will investigate the issues raised.

This may include:

- Reviewing records and evidence
- Speaking with colleagues involved
- Seeking additional information from you
- Reviewing relevant procedures and policies

We may contact you during the investigation if further information is required.

Step 4 - Outcome

Once the investigation is complete, we will provide a written response explaining:

- What we investigated
- Our findings
- Any actions taken
- Whether the complaint has been:
 - Upheld
 - Partially Upheld
 - Not Upheld

Where a complaint is upheld or partially upheld, we will explain any actions we have agreed to take, the timescales for those actions and who is responsible for delivering them. Where an outcome or settlement is agreed, we will implement the agreed outcome within 10 working days unless a different timescale has been agreed with you.

Complaint Stages

Stage 1

Your complaint will be investigated by an appropriate manager.

We will acknowledge your complaint within 1 working day and aim to provide a substantive written response within 10 working days of receiving your complaint. If the complaint is complex and we need more time, we will write to you within those 10 working days to explain why and confirm when you can expect a full response.

Stage 2

If you remain dissatisfied with the Stage 1 outcome, you may request an escalation to Stage 2. The National Accounts Manager will review the complaint and the Stage 1 response.

We will acknowledge your Stage 2 escalation within 1 working day and aim to provide a substantive written response within 10 working days of the escalation. If the complaint is complex and we need more time, we will write to you within those 10 working days to explain why and confirm when you can expect a full response.

Stage 3

If you remain dissatisfied following Stage 2, you may request a final review. The Client Services Director will undertake a final review of the complaint and previous investigations.

We will acknowledge your Stage 3 escalation within 1 working day and aim to provide a substantive written response within 10 working days of the escalation. If the complaint is complex and we need more time, we will write to you within those 10 working days to explain why and confirm when you can expect a full response.

Requesting an Escalation

For each stage of the complaint procedure, if you remain dissatisfied with the outcome, you may request escalation to the next stage.

When requesting an escalation, please explain:

- Why you remain dissatisfied
- Any information you believe has not been considered
- What outcome you are seeking

Escalation requests should normally be made within 20 working days of receiving the previous stage outcome.

Independent Review

PfP Students is a member of the ANUK National Code.

If you believe your complaint relates to a potential breach of the ANUK National Code and you remain dissatisfied after completing the PfP Students internal complaints process, you may be able to refer the matter to the ANUK National Code for independent review.

You do not need to wait indefinitely for completion of all internal complaint stages. If PfP Students has not provided a substantive response within 28 days of your complaint being lodged, you may refer the matter directly to the ANUK National Code Complaints Investigator.

Further information about the ANUK National Code complaints process is available using the link below. We will also provide details of how to escalate your complaint in our final complaint response, where applicable.

<https://www.nationalcode.org/for-students/problems-complaints/>

Confidential Complaints

Some complaints contain sensitive information and require restricted handling. Examples may include complaints involving:

- Safeguarding matters
- Harassment
- Discrimination
- Data Protection matters
- Allegations about an individual
- Staff conduct

Where appropriate, confidential complaints will be managed through restricted-access processes to protect privacy, welfare, reputation and the integrity of any investigation.

The classification of a complaint as confidential does not mean any allegation has been substantiated. It simply ensures that the matter is handled appropriately and only by authorised colleagues.

Where a complaint relates to the conduct of a member of staff, that member of staff will not be involved in considering, investigating, reviewing or deciding the complaint.

Data Protection Complaints

Complaints relating to the handling of personal information will be managed via our Data Protection complaints process. Where appropriate, individuals may also have the right to raise concerns with the Information Commissioner's Office (ICO).

Anonymous Complaints

We will consider anonymous complaints wherever possible. However, our ability to investigate and respond may be limited where we cannot obtain further information.

Learning from Complaints

We are committed to learning from feedback and complaints. Information from complaints is regularly reviewed to:

- Improve services
- Improve resident experience
- Identify recurring themes
- Strengthen policies and procedures
- Share learning across the organisation