



PLACE GROUP

**LONDON STUDENT HOUSING GROUP
COMPLAINTS HANDLING PROCEDURE**

VERSION: 2010CHPP4S01



We are a member of the Surveyors Ombudsman Service which is a government approved dispute resolution scheme



We are a member of the separate Housing Ombudsman Service

If you are unhappy about our services please **first contact us informally** by [telephone](#) or by [email](#). We would like the opportunity to be able to try to resolve your problem **informally** at first. Many problems can be resolved in this way, with no further action needed.

If you wish to make a **formal complaint**, you will be asked to do so in writing using our **formal complaints handling procedure**. We may sometimes also elect to treat informal emails as a formal complaint if they contain matters we believe are serious enough. In such a case we will advise you of our decision to do this.

The formal complaints handling procedure is simple:

1. You can submit a written formal complaint (“**complaint**”) by post, fax or email, however **you must advise us in advance by telephone that you will be making a complaint** so that if for whatever reason we do not receive it, we can alert you to this fact
2. We will acknowledge your complaint within 10 days of initial receipt
3. If we need any further information or documents from you in order to be able to consider your complaint fully we will request the information or documents within 20 days of initial receipt
4. We aim to formally respond (“**formal reply**”) to complaints within 30 days of initial receipt or within 30 days of receipt of further information or documents, whichever is the later
5. If we believe it is helpful, we will respond to any further issues you raise after receiving our formal reply, however we reserve the right at any time to notify you that our decision is final (“**final decision**”)
6. At final decision stage, if you are still unhappy, you may have a number of options open to you depending on the nature of your complaint and whether you are a student or a professional

If your complaint cannot be resolved internally, existing tenants and prospective tenants *may* be able to pursue their complaint with the help of their **University Accommodation Office or Housing Service** (if they are students and it is a university with whom we are registered) and/or with the help of the **London Landlord Accreditation Scheme**. We will advise you at final decision stage if these options are open to you and how to pursue them.

We are a member of the Surveyors Ombudsman Service which is a government approved dispute resolution scheme:

All existing and prospective tenants also benefit from the fact that we are a member of the **Surveyors Ombudsman Service** which is a government approved dispute resolution scheme operated on behalf of the Royal Institution of Chartered Surveyors (RICS) and which *may* be able to help with your complaint if we are unable to.

The Surveyors Ombudsman Service is approved by the Office of Fair Trading, is entirely independent, and provides a free service investigating complaints fairly by listening to both sides of the story and looking at the facts.

The **Surveyors Ombudsman Service** website is w: www.surveyors-ombudsman.org.uk

We are also a member of the separate Housing Ombudsman Service:

Whilst not available to prospective tenants, all existing tenants do benefit from the fact that we are **also** a member of the separate **Housing Ombudsman Service**.

The Housing Act 1996 (amended by the Housing & Regeneration Act 2008) requires all social housing providers to belong to the **Housing Ombudsman Service**. It includes all providers registered with the Tenant Services Authority, such as landlords, managing agents, and developers. The **Housing Ombudsman Service** also covers non-social housing providers who have joined it voluntarily.

The **Housing Ombudsman Service** deals with complaints and disputes affecting a wide range of property issues and offers an impartial and careful review of complaints and disputes, after our internal complaints procedures have been followed.

The **Housing Ombudsman Service** makes decisions after careful enquiries to discover the facts and will usually try and find a way to achieve a local settlement or put the matters to an adjudication on papers only or with a hearing. They may instead offer mediation or other methods to deal with the problem more quickly and informally.

If you are an **existing tenant** and you think we have provided a poor service or managed your home badly, the **Housing Ombudsman Service** may be able to help with your complaint if we are unable to.

The Housing Ombudsman Service is only able to look at complaints about registered housing providers, is government backed, free, independent and impartial. The Ombudsman's rulings are conclusive. He makes his decisions according to what is fair in all the circumstances of each case.

The **Housing Ombudsman Service** website is w: www.housing-ombudsman.org.uk

Depending on the nature of the service you are complaining about, our registration under the **Consumer Credit Act** may also enable a complaint to be made to the **Financial Services Ombudsman**, although this is **most unlikely** to apply to complaints arising from the rental by tenants of residential property unless the transaction has **also** involved activities for which we are regulated under the Consumer Credit Act.

After advising us by telephone first, please send formal complaints to :

Place Group UK
1st Floor Landmark House
17 Hanover Square
W1S 1HU
Fax: 020 3137 1166
email: legal@place-homes.co.uk

Don't forget, we are happy to try to resolve complaints informally first, including by email. We can provide direct dial and direct email contact so that matters can be resolved quickly .

We will always provide honest advice about which method of external dispute resolution is most likely to resolve any complaint we cannot resolve internally.