

Complaints

Our aim is to resolve your complaint at the first point of contact. The best way to do this is by phone or in person with your site team. If this is not possible then your complaint can be submitted in writing to the site team. Any complaints initially sent to our Regional Managers or Head Office will be redirected back to your site team.

Hello Student operate a three-stage complaint procedure.

1

Stage 1

Your complaint will be handled by the site team and will be acknowledged within 24 hours. If your complaint cannot be resolved immediately, we will keep you updated on the progress until we reach a resolution. If you are not satisfied that your complaint has been managed fairly and correctly, you can escalate to stage 2.

2

Stage 2

Your complaint should be emailed to: Customer@HelloStudent.co.uk. Your complaint will be acknowledged within 24 hours and you will receive a reference number. The Multi Site Manager will respond to you within the next 48 hours and will keep you updated on the progress until they reach a resolution. If you are not satisfied that your complaint has been managed fairly and correctly, you can escalate to stage 3.

3

Stage 3

Your complaint should be emailed to: Customer@HelloStudent.co.uk with your reference number. Your complaint will be acknowledged within 24 hours. The Area Manager will respond to you within the next 48 hours and will keep you updated on progress until they reach a resolution, which will be in writing. This is the final stage of the complaint procedure for Hello Student.

Raising a complaint in confidence

If your complaint is sensitive or you would like to raise it in confidence, please email Customer@HelloStudent.co.uk and state that your complaint is confidential.

We only share information with those who need it to investigate and resolve your complaint. If your complaint concerns a member of staff, they will not be involved in reviewing, investigating or deciding the outcome.

Hello Student is a member of the ANUK/Unipol National Code. You can refer your complaint to the [ANUK/Unipol National Code](#) if:

- you are unhappy with the outcome of our complaints procedure; or
- you have not received a response within 28 working days of submitting your complaint.