



Complaints Procedure

At Atha Students, we're committed to delivering an exceptional experience for all our residents. While we aim to get everything right from the beginning, we recognise that issues can occasionally arise. When they do, we're here to listen, act promptly, and resolve matters in a fair and professional way.

We take a proactive approach to complaints and regularly review our service and accommodation based on the feedback we receive. Our goal is always to reach a fair and satisfactory outcome, while also using complaints as an opportunity to make improvements.

Our complaints procedure is open to all individuals affected by our operations.

We encourage you to raise any concerns or complaints in person to a member of the accommodation staff in the first instance. Our on-site team will always do their best to resolve issues quickly and informally. If your concern requires further investigation, it will follow the formal process outlined below.

Complaints Process:

Stage One - Initial Complaint

- You can submit your complaint in person, by email, or in writing.
- Our team will aim to resolve the issue within 48 hours.
- If the matter cannot be resolved at this stage, it will progress to Stage Two.

Stage Two - Escalation to Accommodation Manager

- If the issue is not resolved in Stage One, the Accommodation Manager will review the complaint.
- At this stage, the complaint must be made in writing (email or letter).
- We aim to provide a written response within 7 days.
- If you remain dissatisfied with the response, and believe the matter has not been handled fairly, you may proceed to Stage Three. Please include your reasons for escalation.

Stage Three - Review by Managing Directors

- Complaints will be reviewed by our Managing Directors
- A written response will be provided within 7 days of receiving your escalated complaint.
- This response will represent the final stage of our internal complaints process.

Please note: A decision made at Stage Three is considered final. While you may disagree with the outcome, it does not mean the complaint has not been addressed in line with our procedure.

Final Stage – External Review

The National Code is a voluntary scheme and, as members of it, we have committed to meet the standards set out in the Code.

If you've raised a complaint directly with us, and the breach of Code doesn't get rectified, then you may submit a complaint to the National Code. Before you do, have a look at the FAQs to check if your complaint meets its criteria.

You'll also find answers to some common queries here:

<https://www.nationalcode.org/Pages/FAQs/Category/complaint-faqs>

The Code Complaints Investigator will assess your complaint, check you've raised the matter with us, and respond with appropriate guidance.

You can expect to receive a response from the National Code Contact promptly (no later than two weeks) and any breach of the National Code should be resolved within four weeks of it being reported in writing.

The National Codes website for the complaints process is here:

<https://www.nationalcode.org/national-code-complaints-process>