



MANSION STUDENT

COMPLAINTS PROCEDURE 2026/2027

Policy

Mansion Student strives to achieve the highest standards in its provision of services but recognises there are occasions when complaints may arise from these and has a Student Complaints Policy to address such complaints.

The procedure set out here is supplemental to and in no way intended to replace the Students Complaints Policy.

(A full copy of our Students Complaint Policy is available on request from Mansion Property Management Ltd, 1 Oakwood Square, Cheadle Royal Business Park, Cheadle, Cheshire SK8 3SB).

Purpose

All locations within the Mansion Student portfolio welcome any and all opportunities to address any issues with the services we provide. We encourage customers to verbally raise the issue locally with their Hospitality Team in the first instance as many issues can best be addressed at the time they arise with the area concerned.

It is recognised however, there may be occasions when either it is not appropriate to raise the issue locally or this has been done and dissatisfaction remains. In these circumstances a complaint may be raised and this procedure sets out:

1. How to raise a complaint
2. How a complaint will be dealt with
3. Service standards within which complaints will be dealt with

How to raise a complaint

If you experience a problem with your accommodation, our service or our staff, please take the time to make this known to us.

In the first instance, contact your Hospitality Manager by telephone, e-mail, letter or in person, where notes will be made of your concerns.

However, if you prefer you may make your complaint in a formal manner in writing, directed to the Head of Sales, Marketing and Customer Relations Mansion Property Management Ltd, 1 Oakwood Square, Cheadle Royal Business Park, Cheadle, Cheshire SK8 3SB;
info@mansionstudent.co.uk.

Your complaint will be dealt with in a fair and timely way regardless of how your complaint is made.

All complaints relating to accommodation need to be made by the student concerned and not via a guarantor or any other third party. A complaint received by a third party will only be considered with the express written permission of the person to whom the complaint relates.

How we will deal with your complaint

We will:

- Acknowledge your complaint within 24 hours of receipt (during business hours)
- If necessary, we will forward your comments to the person most able to determine the situation
- On receipt of a complaint a full investigation will be undertaken to establish the circumstances surrounding the issue, which may include formal interviews with any other person(s) affected/involved in order to reach a decision
- The investigation will consider the cause of the problem and seek to find and take steps to ensure there can be no repetition of the problem
- Write to you within 10 working days with our response. It may not be feasible to promise a conclusion within 10 working days; however the complainant will be advised of the actions being taken

Service Standards

Our complaints policy has a number of underlying principles

- To enable a student who has a grievance or complaint to pursue the matter in a systematic manner
- To ensure that the right of every student to have a high standard of accommodation is maintained
- To respond to complaints within published or agreed time deadlines
- To observe the principles of fairness and impartiality
- Focus on resolving complaints rather than apportioning blame
- Confidentiality of students will be protected
- Complaints will be monitored and analysed with a view to addressing the root cause

ANUK - 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 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. A link to the National Codes complaints process is here <https://www.nationalcode.org/national-code-complaints-process>

Mansion Property Management is a member of the Property Redress Scheme (PRS). The PRS is a government authorised consumer redress scheme that offers an escalated complaints process to customers of Members of the PRS. www.theprs.co.uk.

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