**Superuni Housing**

**Complaints Procedure**

**Stage 1:**

Please write to your Property Manager in the first instance to raise a complaint. Please email your Property Manager or alternatively email the admin inbox: admin@superunihousing.co.uk.

When contacting our team, please make it clear that you are raising a formal complaint. This will be acknowledged within 3 working days.

Your Property Manager will provide a more detailed response to your complaint via email within 10 days.

If your complaint pertains to a member of staff, or your property manager, and you wish to get in touch in confidence, please write to Landlords - Complaint, Superuni Housing, 2 Winnall Valley Road, SO23 0LD.

**Stage 2:**

If you are not satisfied with the response from the Property Manager, you may ask for your complaint to be escalated. Once you have made the escalation request, your complaint will be escalated to a senior member of the rental team who will investigate your complaint and issue you with a formal response within 10 working days.

**Stage 3:**

If you are not satisfied with the responses received and would like to escalate this further. Please put the complaint into writing and send via post to our office address;

Complaints, Superuni Housing, 2 Winnall Valley Road, Winchester, Hants, SO23 0LD

The office will reply with a written formal response from the company directors within 3 weeks.

If you remain unhappy with this outcome, you may make a complaint to the Codes Complaints Investigator – https://www.nationalcode.org/for-students/problems-complaints/

**For purpose-built student accomodation are certified by the National Code:**

**Complaints Procedure- National Code**

**Stage 1:**

Please write to your Property Administrator you wish to make a complaint regarding a

breach of the National Code. Please email your Property Manager or alternatively email the admin inbox: admin@superunihousing.co.uk

When contacting our team, please make it clear that you are raising a formal complaint regarding the National Code. This will be acknowledged within 3 days.

Your Property Manager will formally reply via email to your complaint within 10 working days.

**Stage 2:**

If you are not satisfied with the response from the Property Administrator, or if you have not received a response within 28 days, you may request that your complaint is escalated to the National Code's Complaints Investigator.
https://www.nationalcode.org/for-students/problems-complaints/

**Stage 3:**

The National Code's Complaints team will then advise on the next steps of the National Code's process.