

# CUSTOMER COMPLAINTS HANDLING PROCEDURE

As a member of the National Approved Letting Scheme Student Homes aims to provide the highest standards of service to all landlords and tenants, but to ensure that your interests are safeguarded, we offer the following:

- If you believe you have a grievance, please write in the first instance to Mr Deepak Chandrababu at the address below:

21/23 Clemens Street  
Leamington Spa  
CV31 2DW

- The grievance will be acknowledged immediately, investigated thoroughly in accordance with established in-house procedures and a reply sent to the complainant within seven working days of receipt of the letter.
- If the complainant is dissatisfied with the result of the internal investigation, please contact Mr Vik Tara

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Leamington Spa  
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- If the complainant still is not satisfied, Student Homes offers mediation between the complainant and the company.
- If the complainant landlord remains dissatisfied, Student Homes will provide a referral to binding arbitration in accordance with the National Approved Letting Scheme's Rules.