

LIV Student Complaints Procedure

During your time with us, should there be any reason for you to raise a complaint please:

- Speak to us at LIV Student in person
- Email us
- Call us

We strongly encourage you to raise your complaint in person either at your residence or by phone. Our team will endeavour to resolve your complaint at this initial point of contact. If this is not possible then your complaint will be dealt with in accordance with the stages set out below.

All complaints must be made direct to the residence that you are staying at. Any complaints that are sent to Head Office will be redirected to the relevant residence team for them to investigate in the first instance.

Stage 1 Complaints will initially be dealt with at Stage 1. Your complaint will be registered, and we will endeavour to provide a written response within 3 working days of receiving your complaint. If you still do not believe that your complaint has been treated fairly and correctly you can escalate your complaint to Stage 2.

Stage 2 Your complaint will be investigated by a team member at a more senior level. We will endeavour to provide a written response within 5 working days after escalation to Stage 2. If you still do not believe that your complaint has been treated fairly and correctly you can escalate your complaint to Stage 3, however, you must state why you do not think your complaint has been treated fairly.

Stage 3 Is the final stage of the Complaints Procedure. At Stage 3 your complaint will be heard by a complaints panel. The panel will notify you of their decision in writing, normally within 10 working days after escalation to Stage 3. The decision of the panel is final. There is no further right of appeal within our company, however, if you are still not happy with the outcome you can take your complaint to an Ombudsmen to investigate your complaint further it can also be raised with ANUK (www.anuk.org.uk) in the UK or RTB on ROI (www.rtb.ie).

To escalate a complaint, please email bookwithme@livstudent.com and include:

- The Accommodation you are staying at
- Your Name
- Your Room Number
- The Accommodation Manager you have spoken to
- A detailed description of your complaint
- Why you feel your complaint has not been treated fairly

Please Note: Section 5.3 of the accommodation agreement, *"The Tenant shall not reduce any payment of rent by making any deduction from it or by setting any sum off against it for any reason."*

If you have an issue during your time with us, speak to your residence team who will help in resolving the issue, withholding rent due to an ongoing issue is not acceptable, and we encourage you to come and speak with the team so we can get to a resolution as quickly.

Please follow the above procedure to ensure complaints are addressed quickly and accurately.