Complaints Procedure

1. How do I complain?

If you are a student and wish to make a complaint, please follow these simple steps:

1. Your initial complaint should be directed to the Staff located in The Lodge at Orlando Village which can be done verbally or via email to thelodge@orlandovillage.co.uk. A Senior Team member will then log your complaint and take appropriate action. The vast majority of complaints are dealt with and rectified at this stage. Please note all maintenance complaints or issues should be submitted through via email to thelodge@orlandovillage.co.uk alternatively, a maintenance slip can be completed in The Lodge or via our website under the tenancy area.

2. Orlando Village Head Office– If having contacted the staff at Orlando Village, you have not received a response or action to your satisfaction, or you feel it would be inappropriate to approach the staff, you can submit a complaint via email to info@orlandovillage.co.uk which will be received by our Orlando Village Head Office. Your complaint will be thoroughly investigated, and you may be subsequently contacted for a meeting to discuss the problem and the resolution. You will receive an acknowledgement of your complaint within 3 working days, and you will get a substantive response within 10 working days. The complaint may be referred to The Lodge staff for further action.

3. Escalation - If for any reason you feel your complaint has not been handled in the correct manner or are not happy with the resolution provided by Orlando Village, your complaint can be escalated to Citizens Advise. This is a network of independent charities which offers confidential advice online, over the phone, and in person for free.

4. Taking it further - If for any reason you feel your complaint has not been handled properly, you are not satisfied with the resolution provided by Orlando Village or is has been over 28 days without a response you can escalate your complaint to Unipol. As a member of the National Code of Standards, which sets standards within the student accommodation sector, we adhere to their guidelines to ensure you receive the expected standard of accommodation and fair treatment. The National Code is an independent body that reviews individual complaints by students. If needed, you can contact The National Code to take your complaint further by visiting their website https://www.nationalcode.org/for-students/problems-complaints/

2. Our approach to complaints.

Our core values lie in our wholehearted commitment to our students and our constant efforts to improve in all we do.

We aim to provide you with a secure, safe welcoming environment to live and make your student experience as enjoyable as possible. We recognise that things can go wrong and that sometimes standards can fall short of what we expect. We take complaints seriously and will work with you to resolve your complaint. We want to learn from problems to make improvements for you and for all students. We want to resolve your complaint quickly and informally so that we have the chance to put things right and so you are not distracted from your studies.

The following complaint procedure sets out:

- what we mean by a complaint;

- who can complain;

- the time limits for making and responding to a complaint;

- how we will deal with your complaint;

- how to make a complaint;

- whether you can complain to someone else if you are not satisfied at the end of the Procedure.

3. How we will communicate with you.

We prefer to meet with you in person to discuss your concerns so that we can resolve them quickly. We understand that this may not always be possible so we will discuss with you your preferred alternative means of communication, for example by telephone or email. If you prefer contact by letter, please advise us and correspondence will be sent to the term-time and / or home address we have recorded on our tenant record system, unless you tell us otherwise.

4. What is a complaint?

We treat something as a complaint if you tell us, you are not satisfied with the standard of service we provide or with something we have done or have not done. This is not the same as telling us your views or giving us your opinions, good or not so good, which we describe as 'feedback'. Giving feedback to us is not the same as a making a complaint.

4.1 Feedback

We encourage members of the Orlando Village Staff to be open and honest about what is going well and what needs improvement. Throughout the year we will invite you to give us feedback on your stay and on your experience of being a tenant at Orlando Village.

You can give us feedback by:

• Speaking informally to a member of staff;

• Taking part in Orlando Village surveys. All these processes help us gain valuable information which means we can identify where we can improve your student experience.

You do not have to wait for us to ask you for feedback. If you would like to provide informal feedback, just head to The Lodge on site and speak to a member of the Orlando Village Team.

5. Disability

5.1 Disclosing a disability.

We recognise that the decision to disclose a disability is a personal one and something you may prefer to keep confidential. We encourage you to disclose any disability you may have when you make a complaint. We encourage this because we want to be able to ensure you can participate fully in the complaints process. We can discuss confidentiality with you if this is a concern and offer reassurances on the confidential nature of the process and how confidentiality is managed.

5.2 Reasonable Adjustments.

If you disclose a disability to us when making a complaint, we will discuss with you reasonable adjustments which can be made to the complaints process to help the resolve any issues you are experiencing.

Examples of some adjustments we can make are:

- extending deadlines if your condition has flared up preventing you from meeting a deadline;

- pausing the process and re-starting it when you are well.

- providing documents to you in your preferred format.

You have the right to appoint a representative to act for you in making your complaint, this will usually be a parent or guardian. You also have the right to involve additional external support if required and there is a genuine need. For example, you may have a genuine need for additional external support from another family member or support worker.

6. Who can complain?

You can make a complaint under this Procedure if:

- you are a tenant at Orlando Village;

- you have recently left the accommodation, provided you complain within one month of leaving.

You can make an individual complaint about something which directly affects your interests. Alternatively, you can be part of a group complaint if a number of students are affected.

6.1 Group Complaints.

Where the subject matter of your complaint affects a number of students, you can make a 'group complaint'. It is essential that staff and students are completely clear who is involved in the group complaint. In order to manage a group complaint efficiently, the group must appoint a Lead Student

to act as a representative for the group. The arrangements for dealing with a group complaint are as follows:

- At the start of your complaint the Lead Student must confirm who is part of the group complaint.

- Once the Group Complaint is submitted, we will not normally allow other students to join the group complaint at a later date;

- We will usually only communicate with the Lead Student and will send all correspondence and documents to the Lead Student;

- usually only the Lead Student can attend meetings about the complaint.

- The Lead Student must liaise with all the other students in the group complaint, collecting evidence and providing regular feedback.

6.2 Anonymous Complaints.

We will not usually accept an anonymous complaint. This is because it is difficult for us to investigate it properly, and for us to report the outcome to you, when we do not know your identity. We may consider an anonymous complaint but only if you make a compelling case why it should be investigated anonymously. You must also provide evidence to support your request for anonymity. You should feel confident that your position will be protected if you make a complaint. We will not penalise you or treat you any differently because you have made a complaint.

7. Time Limits

7.1 Your time limits.

There is a time limit for making a complaint under this procedure. You must make sure we receive your complaint within three months of the date the subject matter affected you.

For example:

Date the matter affected you	Time limit starts	Time limit expires
12 September 2019	13 September 2019	13 December 2019

Sometimes, a matter may have a long-term or continuing effect on you. When this is the case, we treat the time limit as starting to run from the date you were first affected by the matter.

7.2 Extending time limits

We do not routinely extend time limits for making complaints. If you have exceptional reasons for making a late complaint, we may use our discretion to accept it outside normal time limits. You must have evidence to support your reasons for making a late complaint.

If you have disability which may impair your ability to engage with the complaints process or meet usual deadlines, we will adopt a flexible approach. We will make reasonable adjustments to usual procedures to remove any disadvantage that might otherwise be caused.

7.3 Our time limits.

We work to the following time limits:

- Stage 1 Complaint raised to The Lodge- we aim to complete and resolve this complaint and notify you of the outcome within 5 working days of acknowledging receipt of your complaint verbally or via email.

- Stage 2 Complaint escalated or received by Head Office - We aim to complete and resolve this complaint notify you of the outcome within 15 working days of the date we acknowledge receipt your complaint verbally or via email.

We want to resolve complaints quickly, but this is not always possible and sometimes we may be unable to complete any investigations needed in time. Where there is a delay, we will write to you to inform you of the delay and we will keep you regularly informed of progress.

7.4 Complaints requiring a swift response.

Sometimes a complaint might need to be dealt with quickly because your matter has become urgent. Examples of when a complaint might need a swift response include complaints:

- Involving a threat of serious harm.

- Where the impact of issues raised might harm your health

- Where you are experiencing significant distress

- Relating to a disability

- Issues of a highly sensitive nature.

When you first inform us of your complaint, make it clear that the matter is urgent and give clear reasons why you need us to deal with it more quickly.

8. Dealing with your complaint.

There are a number of overriding principles which inform how we deal with your complaint.

8.1 Confidentiality

We will manage your complaint confidentially. This means that we will only involve people in your complaint who need to be included.

If you give us documents in support of your complaint, we will only show them to people who need to know the details of your complaint. If you submit sensitive personal information as part of your complaint, and would like to limit who sees it, discuss this with the person considering your complaint. We may be able to limit who sees the sensitive information as long as it does not affect the fairness of the Procedure.

Confidentiality is a mutual obligation. We expect everyone involved in your complaint to act respectfully and keep matters confidential. This includes witnesses and people providing evidence, support or advice. Remember that any person named in your complaint has a right to put their side of the case.

If you have named a member of staff, or other person, in your complaint we will inform that person and send them a copy and any supporting documents received.

8.2 Fairness

We expect staff and students to be reasonable and act fairly showing respect for each other and the process. We will give you a fair and equal opportunity to state your case and we will give you clear reasons for the decision we reach. We will make sure you are not disadvantaged because you have made a complaint. If you believe you have, you can make a further complaint.

8.3 Independence

We will make sure that decisions about your complaint are taken by people who are independent of the situation. Sometimes this might mean asking someone from a different department or faculty to deal with your complaint.

8.4 Record Keeping

We will keep a record of your complaint throughout the process, and we advise you to do the same.

9. Taking your complaint further

If for any reason you feel your complaint has not been handled properly or you are not satisfied with the resolution provided by Orlando Village or or is has been over 28 days without a response, you can escalate your complaint to Unipol. As a member of the National Code of Standards, which sets standards within the student accommodation sector, we adhere to their guidelines to ensure you receive the expected standard of accommodation and fair treatment. The National Code is an independent body that reviews individual complaints by students. If needed, you can contact The National Code to take your complaint further by visiting their website at https://www.nationalcode.org/for-students/problems-complaints/