Something not right?

We're sorry to hear that and we're really keen to sort it out. Thank you for taking the time to talk to us. We always want to ensure that we are aware of any issues so that we can correct them, not just for you but for others too. We'll always do our best not to make the same mistake again.

We'll do all we can to resolve your complaint quickly. We will:

- Work to understand what went wrong and why it happened
- Do what we can to fix it
- Explain the issue to you, what we have done and what happens next
- Ask if there is any particular resolution you would prefer and take that into account
- Keep you updated while your complaint is being considered

Our aim is to reach a mutually acceptable solution as quickly as possible.

Step One: Get in touch

Please email us at **info@unipads.com**. Alternatively, you can telephone us during working hours on **0121 546 0440** or write to us at **Unipads, Daws House, 33-35 Daws Lane, London NW7 4SD**.

No matter how you get in touch with us, it would be helpful if you could provide:

- Your contact details
- The address of the property affected
- Background information about the issue
- The impact the issue is having on you
- Your preferred resolution

We will acknowledge your complaint within **3 days of receiving it**.

We will provide you with a **substantive written response within 10 days**. If the matter is complex and we are unable to provide a full response within 10 days, we will write to you within that period explaining why more time is required and when we anticipate being able to provide a full response.

Raising a matter in confidence

If you would like to raise a complaint or concern **in confidence**, please make this clear when contacting us. We will treat the matter confidentially and restrict information about the complaint to those people who need it in order to investigate and respond.

If your complaint concerns the conduct of a particular member of staff, **that person will not form part of the consideration, investigation or decision-making process relating to your complaint**.

Step Two: If you are not happy with the resolution offered

If you are unhappy with our response or wish us to reconsider the matter, please email us at **info@unipads.com** and ask for your complaint to be reviewed. We will review the complaint, the response already provided and any further information you wish us to consider before providing our further response.

Step Three: Independent escalation

Unipads is a member of the **ANUK / Unipol National Code** and is committed to meeting the standards set by the Code.

If your complaint relates to accommodation covered by the ANUK / Unipol National Code, you may refer your complaint to the National Code complaints process if you are **unhappy with our final resolution**, or if you have **not received a substantive response within 28 days** of lodging your complaint with us.

Details of the National Code complaints procedure and how to make a complaint can be found at: https://www.nationalcode.org/for-students/problems-complaints/

Please use the National Code complaints page above for current information about making or escalating a complaint.

Where applicable, you may also have the right to refer your complaint to **The Property Ombudsman**. We will provide appropriate information about this route when issuing our final response where it applies.

Independent advice

If you require independent advice at any stage, you can contact Citizens Advice. Their service is free, independent and confidential.