

# Complaints Procedure

## DIGS Student Accommodation

At DIGS Student Accommodation, we pride ourselves on providing our students with a high level of service.

Customer service and commitment is at the heart of what we do, and we strive to get it right, first time, every time. However, there are occasions where things don't go to plan. If this happens then we'd love your feedback; this helps us to improve our product and service for future customers.

When things go wrong, we need to know so that we can put things right. Please send your complaint to our support team at [support@digstudent.co.uk](mailto:support@digstudent.co.uk), or if you are currently living with us then you can raise a ticket on the DIGS Support Portal. Please be assured that all complaints are treated very seriously and we aim to provide everyone with a satisfactory outcome.

Our complaints procedure is outlined below:

### Stage 1

In the first instance, please contact a member of our support team by email at [support@digstudent.co.uk](mailto:support@digstudent.co.uk). They will carefully review your complaint and update you with the outcome.

### Stage 2

If your complaint cannot be resolved at Stage 1, then your complaint will be escalated to the Accommodation Manager to review.

All complaints must be made by the student or the guarantor. Any other third party making a complaint requires prior permission granted by the student for a third party to act on their behalf. The Accommodation Manager will carry out an investigation, which may include collecting further information in relation to the complaint made.

Once all the appropriate information has been collected and considered, the Accommodation Manager will get back to you within 10 working days with an update on the outcome of the investigation, including our findings and a possible resolution (if any is required).

### Stage 3

Following the outcome of Stage 2, if you wish to pursue the matter further, then please let the team know that you request for your complaint to be escalated to the company Operations Manager.

Alternatively, you can put your complaint in writing and post it the following address: Operations Manager, Storthes Hall Park, Storthes Hall Lane, Kirkburton, Huddersfield, HD8 0WA. Please ensure that you include your full name, the accommodation where you are staying, details of the complaint, and the actions that have been taken to date. A final response will be issued to you within 7-10 working days of receipt of your email/letter.

If you are still unhappy with the outcome of your complaint and feel that is unsatisfactory in relation to the ANUK National Code of Standards, then you may submit your complaint under the ANUK Complaint Procedure. More details can be found at [www.nationalcode.org](http://www.nationalcode.org).