



COMPLAINTS

PRIMO RESIDENTIAL is committed to providing a good residential experience. However, if a tenant is unhappy or has a complaint, the below is the procedure to follow.

Our aim is to provide the highest standards of service. However, sometimes things go wrong – if that's the case, then we want to know about it.

In the first instance, we would ask you to report your issue/complaint by email to your building contact and copy into that email Georgia Beaman, (georgia@primoresidential.co.uk). If your complaint is specifically about a building contact then please email Jonathan Forshaw (jonathan@forshawgroup.com).

You will be contacted within 3 days. It may be that we need further information from you or, more commonly, once we know of your complaint - we can put actions in place to resolve the matter as soon as possible.

It is important to put your complaint in writing by email so that we have a timescale to work to (the date we become aware of your issue and the date your issue is resolved). This ensures your residential experience is a good one by resolving issues as quickly as we can.

If we need to investigate the detail of your complaint, then you will be advised of this, and a substantive written response will be provided within 10 working days. Where matters are more complex, within this period we will write to you explaining why a longer period is necessary and provide an anticipated timeframe for response.

PLEASE BE ASSURED PRIMO WILL DO EVERYTHING IT CAN TO DEAL WITH YOUR COMPLAINT QUICKLY

Should you remain unhappy regarding your complaint, or if you have not received a response within 28 working days, **PRIMO RESIDENTIAL** has **ANUK National Code accreditation** and we refer you to their complaints process here:

<https://www.nationalcode.org/for-students/problems-complaints/>



www.primoresidential.co.uk / 01204 360920