

# COMPLAINTS PROCEDURE

1. Most complaints can be dealt with at site level. Please ensure you speak with the Accommodation Manager on your site in the first instance, who will try their best to resolve any issues you may have.
2. If you feel that the site team have not dealt with your complaint satisfactorily then you can escalate your complaint to the Regional Manager. The contact details for the Regional Manager can be obtained from your site team or by emailing [enquiries@crm-students.com](mailto:enquiries@crm-students.com)
3. Please include an outline of your issue and the person you have spoken with on-site regarding your complaint when writing to or emailing the Regional Manager.
4. You should expect a response by email within 24 hours acknowledging receipt of your complaint and a full response within 5 working days.
5. It is important that you follow the process outlined above to ensure that we are able to resolve effectively any complaints you may have.

