



## **Complaints Policy**

### **LSH (LIVERPOOL STUDENT HOMES) COMPLAINTS PROCEDURE**

**LSH is committed to quality control in all areas of its operations.**

**LSH treats all complaints seriously. We are constantly endeavouring to provide the best possible service to all its clients.**

**The Complaints Procedure is open to all persons receiving a service from LSH and their representatives.**

#### **What is a Complaint?**

**LSH adopts the following definition:**

*"A complaint is an expression of dissatisfaction, however made, about the standard or service, action or lack of action by the organisation or by its staff, which affects an individual client or group of clients"*

**The following will not be treated as a complaint:**

*Requests for preferential treatment:*

*Requests for information:*

*Anonymous complaints:*

## **How does the complaints system work?**

All complaints are recorded and monitored by senior staff and reports of complaints received are provided to the organisation's Management Committee.

## **How can I complain?**

You should contact a member of staff of LSH. They will endeavour to resolve your problem. If you wish to complain further you must provide details of your complaint in writing. If you require help in making a written complaint a member of staff will be able to assist. This written complaint should be directed to the manager. We will communicate in writing to you within 10 working days of receiving the written complaint giving our response.

**Telephone: 0151 794 3296**

**Email: [Ish@liverpool.ac.uk](mailto:Ish@liverpool.ac.uk)**

If you are dissatisfied with the response provided, you can communicate in writing to the Chair of the Management Committee within 14 days asking for a review of the organisation decision.

If you remain dissatisfied with our decision you should write within 28 days of receiving the letter from the Chair requesting that members of the Management Committee consider the complaint. A report will be presented to members at the next available meeting and you will be advised within 5 working days of their decision. Their decision will be final.

## **Confidentiality**

We treat all complaints we receive in the strictest confidence and we can if you so wish, arrange a personal interview with you.