

MAKING A COMPLAINT

If there is something that you are not happy about, please let us know as soon as possible so that we can try to resolve it quickly.

You can raise a concern by speaking to the Campus team in person, by telephone, virtual meeting or by email to hamcamcustomerservice@addliving.co.uk. We will aim to deal with concerns informally and as quickly as possible.

If your concern is not resolved, you remain dissatisfied with the response, or you wish to make a formal complaint straight away, please email hamcamcustomerservice@addliving.co.uk and make it clear that you are making a formal complaint. Your complaint will then be dealt with under our formal complaints process.

If you wish to raise a matter in confidence, please tell us when you contact us. Information will only be shared with those who need it to consider and respond to the complaint, subject to safeguarding, legal or regulatory obligations.

If your complaint concerns a member of staff, that person will take no part in considering or deciding the complaint. It will be handled by an appropriate manager who is independent of the matter complained about.

If you wish to authorise a representative to liaise with us, please confirm this in writing and give consent for us to share information with them. An exchange of emails is sufficient.

We will acknowledge a formal complaint within 3 working days and aim to provide a substantive written response within 10 working days. If we need longer, we will write within those 10 working days to explain why and tell you when a full response is expected.

Our response will explain our findings, any actions we propose to take and the timetable for those actions. We will keep you updated where further work is required and record the complaint and its outcome.

If you remain dissatisfied after our complaints process, or if we have not provided a substantive response within 28 days of your complaint being lodged with us, you may refer the matter to the ANUK/Unipol National Code Complaints Investigator using the [National Code complaints procedure](#).