

# MAKING A COMPLAINT

If there is something that you are not happy about, you should let us know right away.

We are here to help and we want all of our residents to be happy in their home here.

As soon as you make us aware of a problem we will work to resolve things right away.

Email us at [enquiries@ham-cam.com](mailto:enquiries@ham-cam.com)

If we are not able to address your concerns and you remain dissatisfied, you may wish to raise a formal complaint. To do this you should email [customerservice@ham-cam.com](mailto:customerservice@ham-cam.com)

Make it clear in your email that you would like to make a formal complaint followed by details of the complaint itself.

If you wish to authorise a representative to liaise with us on your behalf **you** must advise us of this in writing. We cannot speak with anyone else on your behalf without your written consent.

We will write to acknowledge receipt of your complaint within 3 working days and endeavor to have it resolved within 10 working days. If we are unable to resolve things within 10 working days we will write to you with an update including information on any findings and actions to date and any next expected steps. We will do this every 10 working days until such times as the complaint is resolved.

If you remain dissatisfied and we are not able to resolve your complaint you may seek resolution via the Code complaints procedure: [MAKING A COMPLAINT | Unipol Student Homes \(nationalcode.org\)](#)