



Urban Sleep Residential Complaints Process

We are committed to providing high-quality accommodation and services. If you have a complaint, please follow our structured three-stage process to ensure a fair and timely resolution.

Please note, *if you have not received a substantive response within 28 days of lodging a complaint at any stage, you may submit a complaint directly to the Property Redress Scheme. You can find more information on this here: [Property Redress](#)*

Concerns – Informal Chat

Before submitting a formal complaint, we encourage you to raise your concern with a member of our team. Many issues can be resolved quickly through informal discussion.

How to raise a concern:

- Speak to a member of staff at reception or your designated accommodation manager.
- Explain the issue clearly and provide any relevant details.
- We will aim to resolve the matter within 5 working days.

If you are not satisfied with the response, or the issue is not resolved, you may proceed to lodging a formal complaint.

If the concern is about a particular staff member, we will ensure that said staff member is not involved or has bearing in any way upon the process.

Stage 1 – Formal Complaint

If the informal chat hasn't resolved the concern you were having, then you should submit a formal complaint to the Property Manager to ensure it is reviewed appropriately.

At this stage, if you'd like to make use of an authorised representative, please notify us in writing, and give your consent for information to be shared with this nominated third party.

How to submit a formal complaint:

- Send an email titled **Formal Complaint**, directly to the property manager.
- Provide a clear and detailed description of the issue, (nature of the complaint, location, time etc.) along with any supporting evidence.
- Submit your complaint to the **Property Manager** via email.

Response time:

- You will receive an acknowledgment within **one working day**.
- The Property Manager will investigate and provide a written response within **10 working days** from the time the complaint was lodged.
- If due to complexity, the complaint requires longer than 10 working days to investigate, the Property Manager will write to the complainant or their representative explaining why a longer period of consideration is necessary, together with an anticipated time when a full response can be provided.

If you are not satisfied with the outcome, you may escalate your complaint to Stage 2.

Stage 2 – Review by Residential Manager

If your complaint remains unresolved, you can request a review by the **Residential Manager**.

How to escalate your complaint:

- Submit a written request for escalation within **5 working days** of receiving the Stage 1 response.
- Outline why you believe the issue was not resolved fairly or adequately.
- The Student Operations Manager will conduct an independent review of the complaint and any previous responses.

Response time:

- You will receive an acknowledgment within **24 hours**.
- A full response will be provided within **10 working days** following the review.

If you are still dissatisfied, you may escalate the complaint to Stage 3.

Stage 3 – Final Review by Head of Operations (Acting Managing Director Currently)

If the matter remains unresolved, you may request a final review by the **Head of Operations/Managing Director**

How to escalate to Stage 3:

- Submit a written request for further escalation within **5 working days** of receiving the Stage 2 response.
- Provide any additional information to support your case.
- The Head of Operations will conduct a final independent review of the complaint.

Response time:

- You will receive an acknowledgment within **24 hours**.
- A final decision will be provided within **10 working days**.

At this point, the decision made by the Head of Operations/Managing Director is **final**. If you are still dissatisfied after this stage, you may seek further resolution through the **Property Redress Scheme**.