TJT
STUDENTS



COMPLAINTS PROCEDURE

- **Stage 1** – Where possible please make your complaint by telephone or emailing our head office. We will attempt to investigate and deal with the matter immediately, and we will acknowledge your complaint within 3 working days. If you are unhappy with the solutions or explanations given you can escalate your complaint to Stage 2 by letter or email to site within 10 working days.

- **Stage 2** – Your complaint must be in writing. Our staff will pass your communication to a senior member of staff at Head Office, TJ Thomas, who will investigate further and provide a written response within 10 working days where possible. You must state why you think your complaint has not been treated fairly or correctly.

- **Stage 3** – Your complaint must be in writing. If you still feel your complaint has not been treated fairly or correctly you can write to the Company Director at, TJ Thomas, 1 Derby Building, Wavertree Road, Liverpool L7 3ES. The Director will normally notify you of their decision within 10 working days. You must state why you think your complaint has not been treated fairly or correctly to this point.

- **Stage 4** – TJT Students is a member of the ANUK/Unipol National Code,If, after giving ust the chance to respond to your complaint you are still not satisfied with our final respone or it has been over 28 days without a response from us you can ask for an independent decision from ANUK/National Codes by submitting a complaint here submit a national code complaint online

Please note: Complaint s about both 2019-20 and 2020-21 tenancy agreements relating to the Covid-19 outbreak are excluded from this complaints process.

All terms of the tenancy agreements remain applicable unless notified otherwise in writing by TJ Thomas Estates Group.
All notifications are final and there is no appeal or escalation process for such complaints.