

Complaints Procedure

At Signature Properties, we value your feedback and want to ensure your stay is comfortable. If you have any concerns, suggestions, or issues, we are committed to resolving them through a clear and transparent process.

1. How to Lodge a Complaint

If you wish to make a formal complaint, please contact us via the following channels:

- Email: Please email our general inbox at info@signaturepropertyuk.com.
- Subject Line: Please use the subject line "Formal Complaint - [Your Property Address] - [Your Name]" to ensure it is prioritised correctly.
- In-Person/Poster: You can find these contact details and more in your Welcome Pack or on the Contact Info Poster located in your building's communal area.

2. Our Response Times

Once a complaint is received, we categorise it by priority to ensure urgent issues are handled immediately:

- Priority One (Emergency): Initial response within 24 hours.
- Priority Two: Initial response within 5 working days.
- Priority Three: Final resolution/response within 28 days.

3. Escalation

- To management team:

You can escalate to our Operations Manager, Vanessa, at vanessa@signaturepropertyuk.com

- To the National Code

We manage our buildings in accordance with the Unipol Code of Practice for Student Accommodation. If your complaint has not been responded to or resolved by us within 28 days of it being lodged, you have the right to escalate your concern to the National Code. You can find more information and lodge a complaint with the Codes Complaints Investigator here: Link: [National Code Complaints Procedure](#)