

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.
- **Confidential Complaints:** If you wish to raise a matter in confidence, or if your complaint relates to a specific member of staff, please contact management directly at vanessa@signaturepropertyuk.com. Any staff member named in a complaint will play no part in its consideration or investigation.

2. Our Response Times

Once a complaint is received, we handle it according to the following target response times:

- **Acknowledgment:** All formal complaints will be acknowledged within **3 working days** of receipt.
- **Substantive Response:** A full written response will be provided within **10 working days**. If an issue is complex and requires further investigation, we will write to you within these 10 working days to explain why additional time is needed and provide an estimated date for a full response.

3. Escalation

- **To Management Team:**

If you feel your issue has not been adequately addressed, you can escalate it to our Operations Manager, Vanessa, at vanessa@signaturepropertyuk.com.

- **To the National Code:**

We manage our buildings in accordance with the ANUK / Unipol National Code of Standards for Student Accommodation. If your complaint has not been responded to or resolved by us within 28 days of it being lodged, or if you are unhappy with the outcome, 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: [National Code Complaints Procedure](#)

(<https://www.nationalcode.org/for-students/problems-complaints/>)