



OXFORD STUDENT HOMES · OXFORD STUDENT
HMO SPECIALISTS

COMPLAINTS PROCEDURE

When something needs putting right.

How to raise a concern with Oxford Student Homes — what we will do, how long it will take, and the independent redress route if you are still not satisfied with our response.

Effective **June 2026** · Version 1.0 · Aligned to The Property Ombudsman Code of Practice
oxfordstudenthomes.co.uk · info@oxfordstudenthomes.co.uk

We want to hear about it

We work hard to look after our landlords and tenants — and most of the time things go smoothly. But every now and then something does not go the way it should. When that happens, we want to hear about it.

This procedure tells you, in plain English, how to make a complaint, what we will do with it, how long each step takes, and where you can take things if you remain unhappy. We treat every complaint as a chance to put something right and to learn from it. There is no cost to making a complaint, and using this procedure does not affect any other rights you may have.

Our promise to you

- ✓ **We will listen.** Every complaint is taken seriously, no matter how small.
- ✓ **We will be fair.** Complaints are handled impartially and without bias.
- ✓ **We will be honest.** If we got something wrong, we will say so and put it right.
- ✓ **We will be clear.** You will always know who is dealing with your complaint and what happens next.
- ✓ **We will be quick.** We work to the timescales below and tell you straight away if anything will take longer.
- ✓ **We will keep it private.** Complaints are confidential and shared only with those who need to know.

Who this procedure is for

It applies if you are a landlord we act for, a tenant or prospective tenant of a property we let or manage, a guarantor named on one of our tenancies, a contractor or supplier we work with, or anyone else affected by something we have done or failed to do.



01 How to make a complaint

There are two ways to raise a concern: an informal first conversation, or a formal written complaint. You can skip the informal stage and go straight to a formal complaint if you prefer.

Informal — talk to us first

Most issues are quickest to resolve by picking up the phone. Speak to your usual point of contact and tell them what is wrong; we will do our best to fix it there and then. If we cannot, we will escalate to a senior member of the team and handle it under the formal procedure below.

Formal — put it in writing

A formal complaint goes in writing. Email is the fastest route, but post is fine too.

Email	info@oxfordstudenthomes.co.uk (please put "Complaint" in the subject line)
Post	Complaints, Oxford Student Homes, 48 Bagley Wood Road, Kennington, Oxford, Oxfordshire, OX1 5LY
Phone	+44 (0) 7957 410132 (we will follow up in writing)

What to include

- Your name, the property address, and your role (landlord, tenant, guarantor, etc.).
- A clear description of what happened — the more specific, the better.
- When it happened, and when you first raised it with us if you already have.
- The names of any OSH team members involved.
- Copies of any emails, photos, invoices or other supporting evidence.
- What you would like us to do to put things right.

IF YOU NEED HELP MAKING A COMPLAINT

If you find writing difficult, are not comfortable using English, or have any other reason that makes it hard to complain in writing, tell us — we will help you find a way that works for you. See **Fairness & access** later in this procedure.



02 What happens next

Our formal process has three stages. From the day we receive your complaint to a final response should normally take no more than **35 working days**.

Stage	When	What you can expect from us
Stage 1	Within 3 working days	We acknowledge your complaint in writing, tell you who is investigating it, and confirm what happens next.
Stage 2	Within 15 working days	We send a detailed written response — what we found, what we will do, and how we have put it right (or propose to).
Stage 3	Within 15 further working days	If you are not happy with Stage 2, a senior reviewer issues our final viewpoint letter.
Onward	Within 12 months of our final viewpoint letter	You can refer the matter to The Property Ombudsman if you remain unhappy.

If we do not hear back from you within **eight weeks** of any response we send, we will treat the matter as resolved and close the complaint — you can always re-open it by writing to us again.

If at any point we need more time than the timescales above, we will write to you with a clear explanation, tell you when we will come back to you, and confirm your right to escalate.

Stage 1 — acknowledgement and investigation

Within three working days we send a written acknowledgement confirming what your complaint is about, naming the OSH team member handling it, and setting out the next steps and the date for our detailed response. We then investigate fairly and without taking sides — gathering the facts, reading the file, and speaking to everyone involved.

Stage 2 — written response

Within fifteen working days you receive a detailed written response telling you what we looked at and who we spoke to, setting out our findings honestly, explaining what we propose to do to put things right (including any payment, refund or change of practice), asking whether the resolution is acceptable, and telling you how to escalate.

Stage 3 — senior review and final viewpoint letter

If Stage 2 did not resolve things, a more senior member of the team — separate from the original investigator — reviews everything and, within fifteen working days, issues our **final viewpoint letter** (the term TPO uses for an agent's last word on a complaint). This is our last word internally and represents the formal close of our complaints process — and the point from which your right to refer the matter to TPO is measured.



03 If you are still not satisfied

Independent redress — The Property Ombudsman

Oxford Student Homes is a member of The Property Ombudsman (TPO) — the official redress scheme for residential letting agents in the UK. If you have been through our procedure and are not satisfied with our final viewpoint letter, you can ask TPO to look at the matter independently. TPO is free for consumers, completely independent of us, and can require us to pay compensation or take other action where a complaint is upheld. You do not need to wait for our final viewpoint letter if eight weeks have passed since you first complained to us in writing — TPO can accept the matter at that point regardless.

Website	tpos.co.uk
Email	admin@tpos.co.uk
Phone	01722 333 306
Post	The Property Ombudsman, Milford House, 43–55 Milford Street, Salisbury SP1 2BP

TIME LIMITS THAT MATTER

You normally have **12 months** from our final viewpoint letter to refer your complaint to The Property Ombudsman. We strongly recommend not leaving it to the last minute. If a deadline is approaching and you have not yet had our final viewpoint letter, get in touch and we will accelerate matters.

Where else you can take a complaint

Depending on the subject, you may also be able to approach one of the following. We will signpost you to the right one when we respond.

- **Information Commissioner's Office (ICO)** — how we have handled your personal data. ico.org.uk · 0303 123 1113.
- **Propertymark Client Money Protection** — concerns about landlord rent or deposits before they are passed across. propertymark.co.uk.
- **Oxford City Council** — HMO or selective licensing, housing standards, environmental health or council tax. oxford.gov.uk.
- **Trading Standards** — how a property has been advertised, terms in our agreements, or general consumer protection.
- **The deposit protection scheme** — disputes about the return of a deposit. We register every deposit with the Deposit Protection Service (DPS) at depositprotection.com.
- **Financial Ombudsman Service** — the rare case of a regulated financial or insurance product we arranged. financial-ombudsman.org.uk.



04 Common complaints in student HMOs

Most complaints we handle fall into the categories below. The same three-stage procedure applies to all of them.

Type of concern	How we handle it
Repairs and maintenance	Every repair is logged with timestamps. We pull the full history, instruct contractors to re-attend where needed, and review how the job was managed. Urgent repairs — heating, hot water, safety — are always escalated.
Deposit disputes	Every deposit is registered with the DPS. Where landlord and tenant cannot agree at the end of the tenancy, the DPS's free Alternative Dispute Resolution service decides. We prepare and submit the case at no charge.
Licensing and compliance	We track every HMO and selective licence and every certificate. If you are concerned something is overdue or missing, we share the evidence from the file straight away.
Communication and responsiveness	We pull the call log and email trail and review whether we met our service standards. Where we fell short, we say so and tell you what we are changing.
Financial — rent, statements, commission	We share the full ledger and reconcile every item line by line. CMP cover applies to all client money we hold.
Neighbour disputes and common areas	We mediate where appropriate and signpost to the council's environmental health team where required, keeping a written record throughout.
Marketing and data	Handled in line with our Privacy Policy. The right of erasure and the right to object apply.
End-of-tenancy and check-out	We review the inventory clerk's file, photographs and original inventory and decide on the evidence.



05 Fairness, access & close-out

Vulnerable customers

A complaint should never be harder than it needs to be. If anything about your situation makes it more difficult to use this procedure — a disability, a mental-health issue, English not being your first language, an illness, a bereavement or anything else — please tell us. The earlier you do, the more we can do to help.

Reasonable adjustments we can offer include taking your complaint by phone or in person and writing it down for you; communicating through a translator where possible; allowing extra time at each stage without losing your TPO escalation rights; routing communication through a friend, family member or advocate you nominate; and using larger fonts, plain language or audio versions of our responses. You can ask at any time — you do not need to give a reason or share any medical details.

Confidentiality and fairness

- We keep every complaint confidential, sharing only with those who need it to investigate and respond.
- We take no adverse action against anyone for using this procedure — complaining will not affect your service or your status as a tenant or landlord.
- We investigate fairly and without taking a side before we have heard from everyone involved.

Closing your complaint & keeping records

- Once we have issued our final response and you have accepted it or chosen not to escalate within 8 weeks, we close the complaint on our system.
- If you reopen the matter within that 8-week window with new information, we will look again at the same stage as before.
- We keep a written record of every formal complaint, retained for **6 years after closure** (see the Privacy Policy retention schedule), after which it is securely destroyed.
- We review our complaints once a quarter to look for patterns, and may report aggregated, anonymised data to TPO, Propertymark, the ICO or any regulator that asks.

WHAT WE ASK OF YOU

Tell us as soon as you can; be specific with dates, names and document references; be civil (we will not respond to abusive or discriminatory communication); use one channel for your formal complaint; and let us finish a stage before escalating. The process works best when we get the same in return.





Listened to. Looked into. **Put right.**

To make a formal complaint now, email info@oxfordstudenthomes.co.uk with "Complaint" in the subject line. We acknowledge within 3 working days.

oxfordstudenthomes.co.uk · info@oxfordstudenthomes.co.uk



THE PROPERTY OMBUDSMAN
Approved Redress Scheme

Oxford Student Homes is certified and accredited by Propertymark, a member of The Property Ombudsman (TPO), and holds Propertymark Client Money Protection (Propertymark CMP). We do not charge VAT on management fees. This procedure supersedes any previous complaints procedure issued by Oxford Student Homes and is governed by the law of England and Wales. Effective June 2026 · Version 1.0.