



Client Relationship Policy

In pursuit of our vision of service excellence and quality, Clever Student Lets Ltd has drafted a client relationship policy which sets out how we deal with our clients and any complaints

Equality & Diversity

At Clever Student Lets Ltd we value our clients and will treat everyone we encounter as we would wish to be treated, with respect and integrity, irrespective of their gender, sexual orientation, age, race, beliefs, culture, chosen lifestyle or disability.

At Clever Student Lets Ltd staff are trained and have knowledge of equality and diversity practices to ensure that commitments to equality policies are met for all of our clients.

At Clever Student Lets Ltd all procedures for the allocation of accommodation comply with equality policies and in accordance with the law. As part of our commitment to assist those with disabilities, charges for rooms adapted for use by students with disabilities will not exceed the normal room rate for that development

Code of Conduct

At Clever Student Lets Ltd we will conduct our business with our clients in a professional, courteous and diligent manner at all times

At Clever Student Lets Ltd we will provide high quality services from knowledgeable, skilled and motivated staff

At Clever Student Lets Ltd we will communicate with our clients clearly and in a timely manner regardless of medium, doing what we say we will do, when we say we will do it

At Clever Student Lets Ltd we will respect our client's confidentiality and maintain records in accordance with data protection principles

At Clever Student Lets Ltd we will conduct our business with our clients with due regard to appropriate laws and regulations

Clever Student Lets Ltd, 2 Queen Anne Terrace, North Hill, Plymouth, PL4 8EG

Comp Reg No. 07386506 Telephone: 01752 500511

E-mail: admin@cleverstudentlets.com website: www.cleverstudentlets.com



At Clever Student Lets Ltd we will actively seek to build and maintain positive relationships with our clients and seek to resolve any disputes and/or complaints efficiently and effectively.

Complaints Procedure

At Clever Student Lets Ltd we are committed to responding to complaints promptly and fairly to safeguard the interests of our clients. We will acknowledge mistakes where they have been made, put things right wherever we can and improve what we do for the future.

How to make a complaint:

- Clients can make a complaint in person to any member of staff, by phone, by email or by letter
- We will record the details of the complaint and acknowledge the receipt of the complaint with the client within 3 working days
- If it is necessary to pass the complaint to another organisation (because we are required by contract or law to do so), we will let the client know. We will provide the client with details as to who will be handling the complaint in the other organisation
- We will advise the client who will review and respond to their complaint and their contact details. We will advise the client of the date of anticipated response, this should be no more than 15 days from receipt of the complaint
- We will advise the client if a response is going to take longer than 15 days, explaining why and providing a date a response is expected by
- When responding to the complaint the client will be advised what was found, we will acknowledge any mistakes made and what changes, if necessary, will be made as a result of the complaint. We will provide the client with information that will be balanced against any requirement to maintain confidentiality and or compliance with any legal or statutory duties.
- We will ask the client to confirm if they are satisfied with the response. If the client is not satisfied with the response because they believe that we have not responded properly and fairly, we will instigate a further review of the complaint.

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- Where the client is still not satisfied following the second review, the client will be met by a Senior Manager of Clever Student Lets Ltd.
- When the complaint has been concluded, we will ask the client for feedback regarding the complaints procedure to seek improvements
- Clients may make an anonymous complaint. This will be recorded and reviewed in the same way as any other complaint. The complaint will be reviewed and improvements made where appropriate, though we will not be able to let the client know what we have done
- The Directors of Clever Student Lets Ltd will review complaints, outcomes and client feedback regularly
- There is a 12 month timescale for referring complaints to The Property Ombudsman.
- If clients are not satisfied with the manner in which Clever Student Lets Ltd have dealt with their complaint, this can be raised with The Property Ombudsman Service in writing or by post to -

The Property Ombudsman
 Milford House
 43-55 Milford Street
 Salisbury
 Wiltshire
 SP1 2BP

Telephone -01722-333306

Full details available on the TPOS website –
www.tpos.co.uk