



We're sorry if you're reading this to make a complaint. To make this process as easy as possible for you, we've laid out exactly how our complaints procedure works in 4 parts.

1: Initial complaint: For the best response, please make your complaint in person at reception or by telephone. Our on-site team will take details from you. We will then investigate and try to deal with the matter immediately.

2: Escalation: If you're unhappy with the response, you can escalate your complaint by emailing your Residence Team. You must state clearly what your complaint is and why you're unhappy with the outcome of Part 1. Please do this within 10 working days. Once you've emailed your Residence Team, they will pass your complaint to a senior member of staff within Now, who will investigate further. They will do their best to get you a written response within 10 working days.

3: Further escalation: If you're still unhappy, you can escalate your complaint again. This must be in writing to hello@nowstudents.com. Please explain why you think your complaint has been treated unfairly or incorrectly. The Now Executive Team will normally get back to you with their decision within 10 working days.

4: An independent decision: Now is a member of the Accreditation Network UK (ANUK). If after following Parts 1–3 you still feel dissatisfied, you can ask ANUK for an independent decision:

<https://www.anuk.org.uk/accreditation/introduction/for-tenants>. Please note: All terms of the tenancy agreements remain applicable unless stated otherwise in writing by the landlord. All notifications are final and there is no appeal or escalation process for such complaints.