



WWW.CITYBLOCK.CO.UK

Feedback and Complaints

At CityBlock we put in every effort to ensure our residents are happy and feel their accommodation is a home away from home. We are passionate about providing excellent customer service and going the extra mile.

Sometimes, unfortunately things can go wrong. We take complaints very seriously and work hard to resolve them as quickly as possible.

How to send us feedback and complaints

If you're already a CityBlock resident, the quickest way to contact us is to speak to the onsite team. Alternatively, you can contact our [Central Support team](#) in confidence.

If you are not yet a CityBlock resident, or you are a member of the public, you can [contact us](#) with details of your complaint, and we will help you.

When contacting us by email please provide us with the following information:

Your name

Your TCAS ID (if you are a resident)

Contact details such as telephone number, email address and home address so that we can get back to you

Details of your issue or problem

Details of actions you have already taken, or anyone you have already spoken to

What happens next?

If we are unable to resolve your complaint immediately, we will acknowledge your complaint within 1 working day. You will then receive a written response within 7 working days, which will confirm the action that CityBlock proposes to take to overcome the problem and state proposed timescales. In all cases, we will work to fully resolve the matter within 3 weeks.

If you are still not happy with our response, your complaint can be referred to ANUK National Code of Standards for an independent decision.

National code of standards

Each one of our accommodation blocks is accredited by the ANUK National Code for Larger Developments. It's a voluntary Code that we have signed up for, to demonstrate our commitment to providing a first-class student accommodation experience.

Full details of the Code's complaints procedures can be obtained from the following link:

www.nationalcode.org/the-complaints-process