LUMYA LIVING
COMPLAINTS PROCEDURE

At Lumya Living, we want your experience to be as positive as possible. That's why we are committed to handling all complaints fairly, promptly, and transparently, in line with the **ANUK/Unipol National Code of Standards for Larger Developments 2026–2028**.

If during your stay with us something isn't quite right, you can follow these steps:

- First, **speak to the on-site team or the Accommodation Manager**, as most issues can be resolved quickly at building level. If you feel the issue has not been resolved, you can submit a formal complaint in writing or by email, either yourself or through an authorised representative.
- We will acknowledge your complaint within **three (3) working days**, and you will normally receive a full response within **ten (10) working days**. If the matter is more complex and requires additional time, we will inform you and keep you updated on when to expect a response.
- If you feel that the site team has not dealt with your complaint satisfactorily, **you may escalate your complaint to the Head of Operations**. When doing so, please include a summary of your issue and details of who you have spoken to on-site. Contact details for the Head of Operations can be obtained from the site team or by emailing: customer.care@lumyaliving.com

All complaints are handled fairly and independently. If your complaint involves a member of staff, they will not be involved in the investigation or decision-making process.

Our response will clearly explain what we have reviewed, any actions we will take (if applicable), and the expected timescales. We will never ask you to sign a non-disclosure agreement as part of resolving your complaint.

Further Escalation

If you remain dissatisfied after we have responded to your complaint and all internal stages have been exhausted, you may escalate your complaint to an independent body that we are a member of:

- **ANUK/Unipol National Code:** If after 28 days we have not responded to your complaint or you remain dissatisfied, you can request an independent decision from ANUK/Unipol National Code. Further information on the ANUK procedure and code can be found at https://www.nationalcode.org/for-students/problems-complaints/
- **Property Redress Scheme (PRS):** After 8 weeks you can request an independent decision from PRS. Further information on the PRS procedure can be found at https://www.portal.propertyredress.co.uk/Complain