



Complaints Procedure

Clanny House, Sunderland

We aim to provide exceptional service throughout your residence at Flow Student; however, we acknowledge that sometimes things may go wrong. If this happens, we are committed to listening to our residents and responding to concerns promptly, fairly, and transparently.

To ensure all matters are resolved effectively and efficiently, we follow a structured complaints procedure, outlined below for ease of reference.

Residents are encouraged to raise issues informally with reception first, as many matters can be resolved quickly without needing a formal investigation. We ask that all communications remain respectful. Abusive or aggressive behaviour may result in communication restrictions.

Step 1 - Submitting Formal Complaint

Please write to Flow Students clearly stating that you wish to make a formal complaint. Your communication should include:

Full details of your complaint

- Clear reasons for your grievance(s)
- Relevant dates and timelines
- Names of any staff/resident or resident/s involved
- Any supporting evidence or documents

Email address for complaints: clannyhouse@flowstudent.co.uk

If you wish to submit your complaint in writing, please write to:

Site Address: [Peacock St W, Sunderland SR4 6UH](#)

Step 2: Acknowledgement and Investigation

Your complaint will be investigated and acknowledged by the relevant Accommodation Manager within three working days.

Step 3: Formal Written Outcome

A formal written outcome of the investigation will be issued within ten working days of receiving the complaint, unless you are advised otherwise.

Step 4: Escalation to Senior Management

If you are not satisfied with the response at Step 3, you may escalate your complaint to the Area Manager. The Area Manager will undertake an independent and impartial review of your complaint. A final written response will be issued within ten working days of escalation.

Email address for Area Manager: sofia.rashid@flowstudent.co.uk

Step 5: Final Review – Head of Operations

If you remain dissatisfied after completing the complaints procedure (or if more than eight weeks have passed since your initial complaint), you may request a final review from The Head of Operations who will investigate the complaint in full.

A final written response will be issued within fifteen working days of escalation.

Their email address will be provided if it is unsatisfactory from Step 4.

Flow Students is not currently registered with an external redress scheme, however it is our intention to join ANUK and will update this policy once joined.