

Customer Complaint Procedure

Introduction

LHA prides itself on keeping resident satisfaction at the heart of what it does. We actively monitor resident satisfaction through both internal surveys (Arrival, Departure and Bi-Annual All Residents) and online platforms (Trip Advisor, Google, Booking.com). We recognise that from time to time we don't always get it right and residents may have cause to seek support in resolving issues. Our aim is to resolve all issues in a timely manner.

Scope

This procedure applies to all residents staying in our hostels as well as prospective residents and those that have left our accommodation.

Procedure

Most issues can be resolved promptly and effectively by our hostel teams and generally through a face-to-face conversation in the hostel.

First instance

Resident should communicate their support need to the member of staff on duty at reception. The team member on duty will either deal with the complaint immediately or report it for further action with a stated timescale for resolution. Any verbal discussion will be followed up with a written summary of what has been discussed (normally by email) and what the next steps will be. All support requests should be recorded in the hostel log for future review if needed.

Escalation (Stage 1)

If the resident is not happy with the actions of the resolution offered they should ask to speak to the House Manager at the respective house. The guest's details will be taken, and a time will be given for when the House Manager will next be able to deal with the support request stated to them. Any verbal discussion will be followed up with a written summary of what has been discussed (normally by email) and what the next steps will be. All support requests should be recorded in the hostel log for future review if needed.

Escalation (Stage 2)

If the resident is not satisfied with the procedure in house, or the House Manager is not available, then they should escalate to the customer services team by completing the support request form on the LHA website, [Customer Support Form](#). Residents should complete the form as accurately as possible with as much information as possible to ensure

the request reaches the person best placed to resolve the issue. Residents should expect an initial response within 72 hours of submitting the form. The customer services team will work with the hostel team and any other relevant stakeholders to resolve the request and keep residents informed of progress.

Escalation (Stage 3)

If residents remain unhappy with the outcome please ask they should ask for their request to be reviewed by another member of the customer services team, by emailing customerserivces@lhalondon.com A separate member of the customer services team will then review the response and will aim to provide an initial response within 72 hours and keep residents informed of next steps.

