

COMPLAINT PROCEDURE

At Base Student Living, we are dedicated to nurturing a positive and comfortable community environment. If you have a concern or complaint, we encourage you to follow our designated process for a fair resolution.

Here's a simple guide:

Complaint Resolution Process

For all complaints, please send an email to hq@baseliving.co.za. If your concern is of a serious nature, kindly address it to the General Manager. This structured approach ensures that your concerns receive proper acknowledgment, thorough investigation, and diligent resolution.

DO NOT engage in a conversation or dispute with a fellow resident, staff member or service provider. You need to follow the following steps:

STEPS:

- 1 . EMAIL SUBMISSION:**

Clearly outline your complaint and send it to hq@baseliving.co.za. For a comprehensive understanding, this email needs to be as extensive as possible with the relevant dates, times and involved parties's details included.
- 2 . ACKNOWLEDGMENT:**

Once your email is received, you will be promptly acknowledged to confirm that your complaint is under review.
- 3 . INVESTIGATION:**

Our team will conduct a thorough investigation into the matter, ensuring all perspectives are considered.
- 4 . RESOLUTION:**

Following the investigation, we will work diligently to resolve the issue and communicate the outcome to you in a timely manner.

CLICK HERE
TO SEND EMAIL

