NestArrival UK Grievance Policy

Last updated: 11 November 2026 | Effective: 11 November 2026 | For users in the United Kingdom

DRAFT for solicitor review. Items marked [S] need solicitor confirmation before publishing.

In simple terms: Tell us what went wrong. We acknowledge within 5 working days, reply fully within 20 working days, and you can ask for a review by a different person.

1. Scope

This policy covers complaints from tenants, owners, managing agents and visitors about:

- our service, fees, refunds or account decisions;
- verification decisions, including refusal, suspension or withdrawal;
- accessibility or a need for a reasonable adjustment;
- discrimination or other unacceptable behaviour by an owner or tenant on the Platform;
- scams, abuse or harassment through our messaging;
- misuse of personal data, including contact details, received through the Platform;
- privacy and data protection requests and concerns.

2. How to complain

- Email ashmitnehra@nestarrival.com or royal.singh@nestarrival.com.
- Use the Report button in a conversation or Listing.
- Use your account settings (Help and complaints).

Please include your name, account email, what happened, any dates or Listing involved, and what outcome you want. If you need a different way to contact us because of a disability, tell us and we will arrange it.

3. What happens next

Step	What we do	Time
Acknowledge	Confirm we have your complaint and who is handling it	Within 5 working days
Investigate	A trained person who was not involved in the decision looks into it and may ask you for more information	Without undue delay
Full reply	Tell you the outcome, our reasons and any action taken	Within 20 working days
Review	A different member of the team reviews the outcome if you ask	Reply within 10 working days

If we need more time, we tell you why and when you will hear from us. Our legal maximum to acknowledge a data protection complaint is 30 days; we aim to be faster.

4. Verification decisions

You can ask for an explanation, give us your view, challenge inaccurate verification information and ask for a review by a different person. A person always decides, never automated tools alone. We keep an auditable record of each decision and its reasons.

5. Discrimination, scams, abuse and misuse of information

5.1 Reports of discrimination, fraud, harassment or safety risks are prioritised. We may remove content, warn, suspend or close accounts, and where appropriate share information with the police, Action Fraud (0300 123 2040), local council or other authorities where the law allows.

5.2 **If an owner misuses a tenant's contact details, or a tenant shares an owner's personal data without permission:** report it to us. We will investigate, remind the person of their obligations, and may suspend or close their account. You may also complain to the ICO or seek legal advice.

5.3 **Information exchanged outside the Platform:** we cannot control it, but we will take reports into account when deciding whether to act on an account. Disputes about tenancy terms, rent, deposits or the condition of a home are between tenant and owner. We can point you to Shelter, your local council, the landlord ombudsman (once open) or other redress.

5.4 **Our responsibility:** we remain responsible for the data we process, including through our messaging system, and for applying our rules fairly.

6. Data protection complaints

Tell us first. We follow this process and our Privacy Policy. You can also complain to the Information Commissioner's Office at ico.org.uk or on 0303 123 1113 at any time.

7. Outside bodies

If you are unhappy with our final reply, you may contact:

- The Information Commissioner's Office, for data protection and PECR issues.
- Your local Trading Standards via Citizens Advice, for consumer issues.
- Action Fraud, for suspected fraud.
- A letting agent redress scheme, if one applies to us. [S]
- The courts of England and Wales.

8. Records and improvement

We keep complaint records only as long as needed to resolve the matter and deal with any legal claim, up to 6 years. We review complaint patterns at least once a year, including for signs of unfair effects on particular groups, and use them to improve the Platform.

9. Retaliation

We will not penalise anyone for making a good-faith complaint.