

Accommodation Complaints Procedure

We are committed to providing a high level of customer service. We work hard to ensure an excellent experience for all of our residents and are continuing to develop and improve our services. All feedback is extremely important to us.

With the number of residents living with us, it is inevitable that from time to time maintenance issues, community issues and complaints will arise in our accommodation. To ensure we are able to respond to these issues as quickly as possible, please follow this procedure. This complaints and feedback process relates to all residential properties owned or managed by the University.

If you have a maintenance issue please make sure you have also submitted a maintenance form at www.le.ac.uk/maintenanceform. Details of the priority definitions are available with the form.

If you have a complaint, please let us know as soon as the issue or concern has occurred. If you do not register your complaint within 28 days of the issue occurring, your complaint may not be dealt with under this policy. To make sure your complaint is recorded please email accommodation@le.ac.uk.

If you require additional support during your time at university or stay in residences you can contact the University's Student Support Service. Details for all these services are available at <https://le.ac.uk/study/student-support>

How to Complain

1. Informal Residential Complaints

The first step is to contact the Accommodation Team. Please find a member of our team in person at your site reception. If possible, we will always try to resolve the problem on the spot. If we have been unable to resolve your issue in person, please contact us by emailing accommodation@le.ac.uk

You will receive acknowledgment of your complaint within 24 hours (excluding weekends, public holidays and University closure days). We will provide a resolution to your complaint within 10 working days or with an update on the progress of your complaint if additional information is required.

2. Formal residential complaints

Following informal resolution, should you feel your complaint requires further investigation, you may wish to submit a formal complaint. Please be aware you will be expected to have made an attempt to resolve the matters you are concerned about informally, through the previous steps before submitting a formal complaint.

In order to submit a formal complaint you must complete the Complaints Form and return it to the Accommodation Management Team.

FAO: Accommodation Management Team,
accommodation@le.ac.uk

You will receive acknowledgement of your complaint within 48 hours (excluding weekends, public holidays and University closure days). The Estates and Campus Services Management Team, or nominee, will arrange for your complaint to be investigated and will respond back to you with the outcome of the investigation, or you will receive a response updating you on the progress should further investigation be required. This will be within 10 working days.

The Estates and Campus Services Management Team may contact you directly or request to meet with you to discuss the complaint as part of their investigation.

3. Formal residential complaints appeal

If you wish to appeal the outcome, please contact the Central Complaints team. Please include a copy of the Residential Student Complaint form and in your email explain the reasons why you are unhappy with the response to your complaint.

Further Review

Appeals will be governed by the University's Senate regulations, for further details of the procedure and to access the Student Complaints Form please visit <https://le.ac.uk/about/contact/student-complaints>

The Advice Service in the Students' Union will also be able to provide help with your complaint. They can be contacted in the Percy Gee Building; or by telephone on 0116 223 1132; or by email at advice@le.ac.uk. Note that the Advice Service cannot complete this form on your behalf.

For further information on accessing support provided by Leicester Students' Union please visit their website at <https://www.leicesterunion.com/support>

Further Information

If you require additional support during your time at university or stay in residences you can contact the University's Student Support Service to access the Student Welfare Service, Counselling and Wellbeing or the AccessAbility Centre. Details for all these services are available at <https://le.ac.uk/study/student-support>

For further information relating to the Residential Complaints Procedure please see the Accommodation Compensation Policy and access the Student Residential Complaint Form.

FAO: Accommodation Complaint
complaints@le.ac.uk

The Central Complaints Team, or nominee, will provide with a written response. This will be within 28 working days.

