

# 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](https://www.le.ac.uk/maintenanceform). Details of the priority definitions are available with the form.

All complaints will be dealt with confidentially. However, to ensure we are able to respond fully to your complaint we may need to investigate your concerns and collect relevant information. Therefore, in some cases it may be difficult to deal with anonymous complaints where full details have not been provided. We don't monitor all social media channels and may not pick up complaints raised through this method.

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 you have a complaint, please let us know as soon as the issue or concern has occurred. You should let us know within six weeks of the issue occurring. To make sure your complaint is recorded please email [accommodation@le.ac.uk](mailto:accommodation@le.ac.uk).

You will receive acknowledgement of your complaint within 24 hours (excluding weekends, public holidays and University closure days). We will respond fully 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

We always endeavour to solve your complaint first time, however, if you are unhappy with the resolution or feel that the complaint requires further investigation, please submit a formal complaint form to ensure the complaint is followed up. 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 further complaint.

To take your complaint further you must complete the Complaints Form and return it to the Accommodation and Commercial Manager.

FAO: Accommodation and Commercial Manager, accommodation@le.ac.uk

Alternatively, by post at:  
Accommodation and Commercial Manager  
Campus Services  
University of Leicester  
Freemen's Common Reception,  
161 Welford Rd, Leicester, LE2 6BF

You will receive acknowledgement of your complaint within 24 hours (excluding weekends, public holidays and University closure days). The Accommodation and Commercial Manager, or nominee, will arrange for your complaint to be investigated and will respond directly back to you with the outcome of the investigation. This will normally be within 10 working days or you will receive a response updating you on the progress of your complaint, should further investigation be required.

The Accommodation and Commercial Manager may contact you directly or request to meet with you to discuss the complaint as part of their investigation. If you wish you may invite somebody to support you to at any meetings, please include this in any confirmation to a meeting request.

### Further Review

Following this process, if you feel your complaint has not been resolved by Campus Services you can submit a Student Complaint Form to the University of Leicester for further review. This 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>

Please be aware you will be expected to have made an attempt to resolve the matters you are concerned about informally, following the Residential Complaints Procedure steps before submitting a complaint to the University.

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](mailto: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>

## 3. Formal residential complaints appeal

If you are not satisfied with the investigation and the outcome, please contact the Head of Accommodation & Commercial Manager for further investigation and appropriate action. 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 including details of the complaint submitted.

FAO: Head of Accommodation & Commercial Manager, accommodation@le.ac.uk

Alternatively, by post at:  
Head of Accommodation & Commercial Manager  
Campus Services  
University of Leicester  
Freemen's Common Reception,  
161 Welford Rd, Leicester, LE2 6BF

You will receive acknowledgement of your complaint within 48 hours (excluding weekends, public holidays and University closure days). The Head of Accommodation & Commercial Manager, or nominee, will respond with a written response. This will normally be within 10 working days or you will receive a response with an update on the progress of your complaint if further investigation is required.

### External Referral

If you believe that your complaint has not been dealt with properly by the University or that the outcome is unreasonable then you can, provided you have completed all of our internal procedures, complain to the Office of the Independent Adjudicator for Higher Education (OIA) if the complaint is eligible under its rules.

Please visit OIA for further information <http://www.oiahe.org.uk>

### 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 Residential Services Rent Rebates and Compensation Policy and access the Student Residential Complaint Form.

