

Student Residential Complaint Form

This form is designed for use with the Residential Complaints Policy. The Residential Complaints Policy can be found online on [Student MyWorkspace](#) (University of Leicester log-in required) or by request at accommodation@le.ac.uk.

Please ensure that you have read the policy before completing this form. You are expected to attempt to resolve matters that you are concerned about informally, before submitting a complaint form. This is outlined in the Residential Complaints Policy.

Parents and friends cannot make a complaint on your behalf. The Advice Service in the Students' Union will be able to provide help with your complaint. The Advice Service can provide guidance on the information and evidence to include within your complaint and can help identify further services that can support you. 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.

When you have completed this form, please return it to the Residential Service Manager via accommodation@le.ac.uk or alternatively in person at either The Village Reception (John Foster Hall, Manor Rd, Oadby, Leicester LE2 2LG) or The City Reception (Nixon Court, 33 Putney Road, Leicester LE2 7TG)

You will receive acknowledgement of your complaint within 24 hours (excluding weekends, public holidays and University closure days). The Residential Service Manager 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 5 working days or you will receive a response with an update on the progress of your complaint, should further investigation be required.

The Residential Service Manager may contact you directly or request to meet with you to discuss the complaint as part of their investigation.

Student contact information	
First name(s)	
Family name/surname	
Student number	
Address for correspondence about your complaint (note: most communication will be via email)	
Telephone number	
University email address	

What do you want to complain about?

Please set out clearly and concisely what you are complaining about and why. Please include information such as dates, locations or events if appropriate. Please attach additional sheets if necessary and any relevant supporting documents e.g. photos, emails, screen shots (if there is additional evidence that cannot be attached here please make reference to it in your comments and we will arrange to review the information.

Please provide information about the outcome of your informal discussions and indicate why you are still unsatisfied. Please include any copies of relevant correspondence and details of who you have dealt with regarding your complaint.

