Complaints Procedure

We want you to enjoy living with ULIV Student Living, but we know that sometimes we get things wrong. We want to hear from you if something is not right, whether you live in one of our properties or have applied to. Most issues can be sorted quickly by speaking to a member of our team, so we ask that you start there. If the matter still needs further attention, you can make a formal complaint about our service, our staff, our contractors or how we have applied our policies. We will take every complaint seriously and handle it fairly, promptly and courteously.

How to complain

You can contact us in any of these ways:

- Email: support@uliv.uk
- Phone: +44 116 304 5848
- Post: 130-132 Regent Road, Leicester, LE1 7PG
- By arranging a virtual meeting or face-to-face discussion

A parent, guardian or other representative can complain for you. Please let us know in writing, including an email, that you want them to act for you and that you consent to us sharing information with them.

Please tell us what happened, when, and what you would like us to do about it. If you need help to make a complaint, such as in another format or with a reasonable adjustment, tell us and we will arrange it.

What happens next

All timescales are in working days.

1. **Within 3 days:** we acknowledge your complaint.
2. **Within 10 days:** we send you a full written response. If the matter is complex, we will write to you within those 10 days to explain why we need longer and when you can expect a full answer.
3. **The response** sets out what we propose to do and the timetable for doing it.
4. **Within 10 days of agreeing a settlement,** we carry out the outcome.

The complaint is looked at by someone who was not involved. If it is about a member of staff, that person plays no part in considering it.

If you are not satisfied

ULIV Student Living is a member of the ANUK/Unipol National Code of Standards for Larger Developments. If we have not responded to your complaint within 28 days of you making it, you can take it to the Codes Complaints Investigator under

the National Code complaints procedure. You can also do this if you are unhappy with our response.

The Code's complaints procedure and contact details are available at nationalcode.org/for-students/problems-complaints.

If your complaint is about a possible crime, you can also report it to the police.

Confidentiality and review

You can raise a concern in confidence, and we will share your details only with people who need them to deal with the complaint. We will not treat you less favourably for complaining in good faith.
We keep a record of every complaint and its outcome, and the Head of Operations reviews them each year to improve our service. This procedure is reviewed annually.