



## **Complaints Procedure**

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## Introduction

Sulets aims to make sure you are happy and safe in your new home while studying in Leicester. With teams based at both the University of Leicester and De Montfort University, we aim to support you through any issues you may have with your accommodation.

Despite our best efforts, we're aware we may not always get things right the first time and you may wish to make a formal complaint. To ensure we can respond to these appropriately, please follow this process.

Before completing this process, please ensure you have tried to resolve the issue informally with one of our staff:

University of Leicester Branch -

0116 223 1173

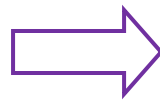
[enquiries@sulets.com](mailto:enquiries@sulets.com)

De Montfort University Branch -

0116 257 6303

[enquiries@sulets.com](mailto:enquiries@sulets.com)

Have a problem with your accommodation? **Step 1:** Try and resolve this informally first by speaking to one of our staff.



Still not resolved? If you would like to make a formal complaint, please follow our process stated in this document.



**Step 3:** Not happy with the response? You can ask for this to be reconsidered by the Head of Operations at the Sulets main office at DMU.



**Step 2:** Put your complaint in writing to the Senior Property Management Officer (SPMO) at your local Sulets branch.

**Step 4:** Not happy with the response from the Head of Operations? You can write to the Chief Executive Officer of Sulets.



We hope your complaint has now been dealt with. There is no further right to complain beyond the Chief Executive Officer. If your complaint is about the CEO, you may write to Sulets' Trustee Board



Please refer to section 3 of this document for the full process information before making a formal complaint.

## **1 Principles**

- 1.1 The complaints procedure is a stepped process. It starts wherever possible with an informal stage. If this is unsuccessful in achieving resolution, a complaint can then be made in writing. The complaints procedure includes a final stage involving the Chief Executive Officer of SULETS.
- 1.2 The following individuals can lodge a complaint with SULETS:-
  - 1.2.1 Current students of DMU or UOL
  - 1.2.2 Tenants and ex-tenants (up to 1 year post-tenancy)
  - 1.2.3 Registered landlords (up to 1 year post-tenancy))
  - 1.2.4 Parents/Guardians of tenants if they have written permission from the tenant which must be supplied at the time of raising the complaint.
  - 1.2.5 Neighbours who live within 200 metres of a SULETS property.
- 1.3 The Complaints Procedure cannot be used for:-
  - 1.3.1 Matters where court action or a claim to the Property Redress Scheme has been instigated.
  - 1.3.2 Matters where police action is pending or a criminal charge has been laid.
  - 1.3.3 Employees who wish to raise a complaint. Complaints shall be lodged via the staff Grievance Procedure

## **2 Responsibilities**

- 2.1 SULETS has a reasonable responsibility to try to resolve all complaints to the satisfaction of all parties.
- 2.2 Complainants have a responsibility to:-
  - 2.2.1 ensure that they use the stepped process outlined in the procedure;
  - 2.2.2 be clear, accurate and truthful in their explanation;
  - 2.2.3 indicate what might be a satisfactory resolution for them; and
  - 2.2.4 respect the legal, regulatory, financial and other constraints placed on SULETS.

### **3 Complaints Process**

- 3.1 Reasonable efforts should be made in the first instance to resolve complaints informally.
- 3.2 Where a party to any informal complaint resolution carried out pursuant to clause 3.1 above, is not satisfied with the outcome, they may complain in writing to the Senior Property Management Officer (SPMO) at the local branch.
- 3.3 If the complainant is not happy with the response they receive or if the complaint is about the SPMO concerned then you should complain directly to the Head of Operations in writing, at the Sulets main office at DMU.
- 3.4 If the complainant is not happy with the response they receive or if the complaint is about the Head of Operations, then you should complain directly to the Chief Executive Officer in writing, at the Sulets main office at DMU
- 3.5 There is no **further right of complaint beyond** the Chief Executive Officer. However if the complaint is specifically about the Chief Executive Officer then the complainant should write to the Chair of the Trustee Board.

#### **4** Timescales

SULETS will acknowledge receipt of the complaint within 3 working days and aims to provide a response to complaints within 14 working days of receiving correspondence although in complex cases this may take longer. In all cases we will endeavour to keep the complainant notified of progress and reasons for any delay.

#### **5** Outcomes

In dealing with a complaint the following action can be taken:-

- 5.1.1 To uphold the complaint (and take action accordingly)
- 5.1.2 To dismiss the complaint where it is judged there is no action that SULETS can take to resolve the matter or where there is deemed to be no case to answer or that the complaint is trivial, malicious or vexatious.

#### **6** Support

If you would like advice when filling out your complaint form, please contact your University's Students' Union.

<a href="#">University of Leicester Students' Union</a> -	0116 223 1132	<a href="mailto:advice@le.ac.uk">advice@le.ac.uk</a>
<a href="#">De Montfort Students' Union</a> -	0116 257 6307	<a href="mailto:dsuadvice@dmu.ac.uk">dsuadvice@dmu.ac.uk</a>

Please note both Unions and Universities have a number of support services you may want to access if you have been affected by issues in your accommodation.

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