

Complaints Policy

How to raise a concern or complaint with Sulets

Leicester • Loughborough

Applies to	Sulets properties and services in Leicester and Loughborough
Version	Version 5
Date	October 2026
Policy owner	Chief Executive Officer
Approved by	Chief Executive Officer
Next review	October 2027

Contents

- | | |
|--|---|
| 1 Introduction | 6 Timescales |
| 2 Our complaints process at a glance | 7 Outcomes |
| 3 Who can make a complaint | 8 Taking your complaint further |
| 4 Responsibilities | 9 Support and advice |
| 5 How to make a complaint | 10 How we use your information |

1 Introduction

- 1.1 Sulets wants you to feel happy, safe and well looked after in your home while you study in Leicester or Loughborough. As a not-for-profit lettings charity founded with the Students' Unions, we exist to give students a better renting experience, and we will always try to put things right quickly when they go wrong.
- 1.2 Despite our best efforts, we know we may not always get things right first time. If that happens, we want to hear about it. Your feedback helps us improve the service we give to every student, landlord and neighbour we work with.
- 1.3 This policy explains how to raise a concern or make a formal complaint, what you can expect from us, and how long each stage should take. It applies equally to all Sulets offices, properties and services in Leicester and Loughborough.

2 Our complaints process at a glance

Step 1	Talk to us Speak to a member of the Sulets team. Most issues can be sorted out quickly and informally. 0116 467 0315 · enquiries@sulets.com
Step 2	Make a formal complaint Still not resolved? Put your complaint in writing to the Senior Property Management Officer (SPMO) at your local Sulets office in Leicester or Loughborough.
Step 3	Ask for a review Not happy with the response, or is your complaint about the SPMO? Write to the Head of Operations.
Step 4	Final internal review Still not happy, or is your complaint about the Head of Operations? Write to the Chief Executive Officer. This is the final stage of our internal process.
Step 5	Independent redress If you remain dissatisfied after our final response, or we have not resolved your complaint within 8 weeks, you can refer it to our independent redress scheme (see section 8).

If your complaint is about the Chief Executive Officer, please write to the Chair of the Sulets Trustee Board, care of our main office (see section 5).

3 Who can make a complaint

- 3.1 Our complaints process is a stepped process. It starts, wherever possible, with an informal conversation. If that does not resolve things, you can make a complaint in writing, with a final internal stage involving our Chief Executive Officer.
- 3.2 The following people can make a complaint to Sulets:
 - current students of De Montfort University (DMU), the University of Leicester (UoL) or Loughborough University;

- Sulets tenants, and former tenants for up to 12 months after their tenancy ends;
- landlords registered with Sulets, and former landlords for up to 12 months after their agreement with us ends;
- parents or guardians of a tenant, provided they supply the tenant's written permission when they raise the complaint; and
- neighbours living within 200 metres of a property managed or let by Sulets in Leicester or Loughborough.

3.3 This complaints process cannot be used for:

- matters where court action has started, or where a complaint has already been referred to the Property Redress Scheme;
- matters where police action is pending or a criminal charge has been made; or
- complaints from Sulets employees, which should be raised through the staff Grievance Procedure.

4 Responsibilities

- 4.1** Sulets will take every complaint seriously, treat you fairly and courteously, and make every reasonable effort to resolve your complaint to the satisfaction of everyone involved.
- 4.2** If you make a complaint, we ask that you:
- follow the stepped process set out in this policy;
 - are clear, accurate and truthful in explaining your complaint;
 - tell us what you feel would be a fair resolution; and
 - respect the legal, regulatory, financial and other constraints Sulets works within, and treat our staff with courtesy.
- 4.3** If you need any reasonable adjustments to make a complaint, for example information in another format or help putting your complaint in writing, please let us know and we will be happy to help.

5 How to make a complaint

- 5.1 Informal stage.** Please try to resolve your concern informally first by speaking to one of our team on **0116 467 0315** or emailing enquiries@sulets.com. Most issues can be resolved quickly this way.
- 5.2 Stage 1 – SPMO.** If you are not satisfied with the outcome of the informal stage, please put your complaint in writing to the Senior Property Management Officer (SPMO) at your local Sulets office, in Leicester or Loughborough. Please include your name, the property address, a clear description of the issue, any supporting evidence, and what you would like us to do to put things right.
- 5.3 Stage 2 – Head of Operations.** If you are not happy with the SPMO's response, or if your complaint is about the SPMO, please write to the Head of Operations.
- 5.4 Stage 3 – Chief Executive Officer.** If you are not happy with the Head of Operations' response, or if your complaint is about the Head of Operations, please write to the Chief Executive Officer. The Chief Executive Officer's response is our final response and completes our internal complaints process.
- 5.5 Complaints about the Chief Executive Officer.** If your complaint is about the Chief Executive Officer, please write to the Chair of the Sulets Trustee Board.

- 5.6 Where to send your complaint.** Written complaints at any stage can be emailed to enquiries@sulets.com (with “Formal Complaint” and the stage in the subject line), or posted to:

Sulets, Campus Centre Building, Mill Lane, Leicester, LE2 7DR

Please mark your letter for the attention of the SPMO, Head of Operations, Chief Executive Officer or Chair of the Trustee Board as appropriate. We will make sure it reaches the right person, whichever office your property is managed from.

6 Timescales

- 6.1** At each formal stage, we will:
- acknowledge your complaint within 3 working days of receiving it; and
 - aim to send you a full written response within 14 working days of receiving it.
- 6.2** Some complaints are more complex and may take longer to investigate. If so, we will let you know, explain why, and keep you updated on progress.
- 6.3** If you wish to escalate your complaint to the next stage, please do so within 14 working days of receiving our response, so that the details are fresh for everyone.
- 6.4** We aim to complete our whole internal process, including all stages, within 8 weeks of your first written complaint.

7 Outcomes

- 7.1** When we have investigated your complaint, we will write to you explaining our decision and the reasons for it. We may:
- **Uphold:** uphold the complaint, and explain the action we will take to put things right;
 - **Partly uphold:** uphold part of the complaint, and explain what we will do about the parts we agree with; or
 - **Not uphold:** not uphold the complaint, where we find there is no action Sulets can reasonably take, there is no case to answer, or the complaint is judged to be trivial, malicious or vexatious.
- 7.2** We review complaints regularly so that we can learn from them and improve our service. Where a complaint shows that we could do better, we will make changes.

8 Taking your complaint further

- 8.1** As a letting agent and property manager, Sulets is a member of the Property Redress Scheme, an independent, government-approved redress scheme.
- 8.2** You can refer your complaint to the Property Redress Scheme if:
- you have completed our internal complaints process and remain unhappy with our final response; or
 - 8 weeks have passed since you first made your complaint to us in writing and it has not been resolved.
- 8.3** Complaints must be referred to the Property Redress Scheme within 12 months of your final communication with Sulets about the issue. The Scheme's service is free to use.

Property Redress Scheme: www.propertyredress.co.uk

9 Support and advice

- 9.1** If you would like independent advice or support with making a complaint, please contact your Students' Union advice service:

Students' Union	Website
University of Leicester Students' Union	www.leicesterunion.com
De Montfort Students' Union	www.demontfortsu.com
Loughborough Students' Union	www.lsu.co.uk

10 How we use your information

- 10.1** We will only use the information you give us to investigate and respond to your complaint, to monitor and improve our service, and where we are required to by law. We will share it only with the people who need to see it to deal with your complaint (for example, a landlord or contractor, or the Property Redress Scheme if you refer your complaint to them). Further details are in our Privacy Notice at www.sulets.com.

Version information

Version	Date	Changes
Version 1	September 2018	Initial policy created. Policy approved by the Trustee Board.
Version 2	January 2019	Policy reviewed.
Version 3	June 2019	Policy reviewed.
Version 4	October 2019	Updated Students' Union contact details.
Version 5	October 2026	Policy reviewed and extended to cover Loughborough. Loughborough Students' Union added; escalation to the Property Redress Scheme, timescales, accessibility and data protection sections added; contact details and layout refreshed to current Sulets house style. Reported to the Trustee Board for noting.