

Complaints Procedure

Complaints may be initiated by:

- A tenant of the property concerned or an ex-tenant of that property.
- A member of the Accommodation Office staff if there is a series of complaints raised by students.
- Members of the public e.g. neighbours, tenants family
- City Council staff

Complaints can be made where it is believed that the Accreditation property standards have not been met, or where it is believed that the Code of Good Management Practice has not been followed.

1) Step 1: Informal resolution

- a) Complainant contact Private Housing teams, Accommodation Services Team (AST) or Student accommodation office if student tenant, to discuss issue. Complainant will be encouraged to discuss the problem with the landlord and attempt to resolve the situation. When discussing the problem with the landlord the tenant(s) should make clear what action they expect the landlord to take so as to resolve the situation or to prevent reoccurrences.
- b) If the complainant is unable to discuss the issue with the landlord for any reason, private housing, accommodation services or student accommodation office staff will attempt to resolve issue informally on their behalf. If the complainant wishes to remain anonymous, this will be respected as far as possible, however there may be instances where complaint cannot be followed up without disclosing the identify of the complainant. This will only happed with the express permission of the complainant.

2) Step 2: Written complaint

- a) If the complainant remains dissatisfied after the matter has been discussed with the landlord, the complaint should then be put in writing to the private housing team, accommodation services team or student accommodation office if student tenant.
- b) The private housing team, accommodation services team or student accommodation office will inform the landlord, in writing, that a complaint has been made against them, providing them with details of the nature of the complaint.
- c) The landlord will be given 14 days from the date of the letter to provide a written explanation of his/her actions so that the matter might be

appropriately considered. The landlord will also have the opportunity to rectify the problem

- d) The tenant(s) will be sent details of the landlord's response to the complaint. It is hoped that the complaint may be resolved at this stage with the landlord taking any remedial action immediately.
- e) If the complaint has not been resolved by this point, and is being dealt with by a university accommodation office or the accommodation services team, the matter will be referred to Private Housing teams and dealt with as a 'Formal Complaint'

3) Step 3: Formal complaint

In cases of serious contraventions of the scheme, complaints can go directly to the formal complaints stage, this will be at the discretion of the environmental health officer (working in the private housing teams), accommodation services team officer or student accommodation officer.

- a) The environmental health officer will inform the Landlord, in writing, of the nature of the complaint against them, and the action necessary to resolve the issue. Where appropriate formal notice will be given to landlord requiring works to be completed.
- b) Where the complaint relates to an alleged breach of the Code of Good Management practice the environmental health officer will investigate this matter following the Investigation of Breach of the Code procedure.
- c) Where the complaint is substantiated, the accreditation status will be revoked or suspended. If the Landlord / managing agent disagrees with the decision, they can appeal as outlined in the refusal & revocation procedure.