

All complaints made under the National Codes must be received either from a tenant of a development covered by either Code, an ex-tenant of such a property, or a representative who is acting on their behalf. If the representative is a parent or relative of the tenant or ex-tenant, then they must be able to show that they have written authorisation to act on their behalf.

Complaints must be in writing and addressed to:

The National Codes Administrator
c/o Unipol Student Homes
155-157 Woodhouse Lane
Leeds LS2 3ED

or emailed to: NationalCodes@unipol.org.uk

The complaints must state clearly:

- i. name and contact details of the person/s making the complaint
- ii. when the provider was informed of the alleged breach and what steps, if any, were taken to resolve it by the provider
- iii. the sections of the Code/s which they believe the provider to be in breach of at the stage this complaint is being made

Upon receiving the complaint the National Codes Administrator will check that it fulfils the above criteria and then acknowledge receipt of the complaint.

Once a complaint is received the owner of the property will be written to, informing them of the complaint and giving them **14 working days** in which to respond.

Generally, it is hoped that reporting a complaint about a property of an owner who has signed the Code voluntarily will result in that owner taking any necessary remedial action immediately.

Tenants will be sent details of the owner's response to the complaint. In the event that the matter cannot be resolved at this time then details of the complaint will be sent to the Chair (or their nominee) of the Complaints Tribunal who, in consultation with the two Vice Chairs, will determine one of two courses of action:

- i. to deal with the matter themselves
- i. to refer the matter to the full tribunal for a decision.

Wherever possible the complaint will be dealt with by Chair's action. In the event of a serious complaint then the Chair, in consultation with the two vice Chair's, will either rule on the complaint or refer the matter to a hearing of the full tribunal. In the event of a very serious complaint (normally with serious health and safety implications) then the full tribunal will be used.

CODE OF STANDARDS COMPLAINTS FORM

Please read the complaints procedure before completing this form

Personal Details	
Name	
Current address	
Telephone numbers	
E mail	
Place of study	
Are you a	Tenant / Former tenant (please specify)

Property Details Relating to the Complaint	
Name and Address of Development	
Name of Accommodation Provider	
Date Tenancy Began	/ /
Date Tenancy Ended	/ /

Date of this complaint: / /

Signature/s:

Code Breaches

1. Please tick which National Code sub heading/s you believe to have been breached.
(NB – You may need to refer to the National Code of Standards that is relevant to the accommodation you live/lived in in order to complete this section).

Code Sub Heading	
1. General	
2. Equality and Diversity	
3. Marketing Prior to Letting	
4. During the Tenancy	
5. Tenant Satisfaction	
6. Health and Safety	
7. At the End of the Tenancy	
8. Management of Disputes	
9. Responding to Complaints	

2. Please list the number/s of the clause/s within the sub heading/s that you believe have been breached and provide a brief explanation of how the provider has breached the Code. For example, if they have failed to undertake repairs within given timescales, then it would be clause 4.7.

(continue on a separate sheet if necessary)

3. Additional Information to Support your Complaint. To enable the National Codes Administrator to pursue your complaint it may be necessary for you to supply additional information. Please include the following:

- ▶ Steps taken to bring breach/s to the attention of the provider (including copies of letters);
- ▶ Relevant timescales (e.g. how long you have been waiting for repairs to be carried out);
- ▶ Supporting evidence (e.g. photographs of disrepair, reports from an environmental health officer)

(continue on a separate sheet if necessary)