

Student Accommodation Complaints – Step-by-Step Guide

If you are a student in University Accommodation accredited by the UUK/GuildHE Accommodation Code of Practice then this document outlines a step by step guide to support you in making a complaint.

Before You Begin You Must Know

- Every university or college that's part of this scheme **must have a complaints process** for student accommodation.
- This process should be easy to find and use, and students should be encouraged to **get help from their Students' Union or Professional Advice Body**.
- You should also check the **guidance from the student complaints ombudsman**.

How to Make a Complaint in 3 Stages

Stage 1: Speak to the University

- Write your complaint to the accommodation office or department responsible.
- They will try to resolve it directly.

Stage 2: Escalate the Complaint

- If you're not happy with the response, or it's not resolved, follow your university's formal complaints process to escalate it.
- This might involve a different person or department reviewing your case.

Stage 3: Go to an External Ombudsman (an official appointed to investigate complaints)

- If you're still not satisfied after the university's process is complete, you can go to an external ombudsman:
 - **England & Wales:** Office of the Independent Adjudicator (OIA)
 - **Scotland:** Scottish Public Services Ombudsman
 - **Northern Ireland:** Northern Ireland Public Services Ombudsman

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What Is the Role of "The Code"?

- The **UUK/GuildHE Code of Practice** sets out the standards universities must meet for student accommodation.
- It **does not investigate individual complaints**, but ensures that universities **have proper complaints systems in place**.
- It monitors how complaints are handled and works with ombudsmen to spot problems and improve things across the sector.
- Universities must **report serious complaints to the Code**, so the system keeps improving for everyone.
- **If you raise a complaint directly with The Code**, The Code will refer you to the relevant member's complaints process.

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