Complaints Procedure

If you have a complaint which you believe is not being dealt with in line with your expectations, your line of communication is as follows.

If you are an existing tenant, please ensure that your rent is up to date in order to follow this procedure. Non-payment of rent negates your tenancy rights and does not help to find a solution to your complaint.

1) Complaints in the first instance should be directed to the Manager of Birmingham City Student Homes. This needs to be by email to robert.larbey-bcsh@home.letmc.com

2) Should this approach not resolve the issue satisfactorily, the complainant’s next route is to write to the Students’ Union Chief Executive.

Mr R Evans

Chief Executive

Birmingham City Students’ Union

Birmingham City University

4 Cardigan St

Birmingham

B4 7BD

Written complaints will be normally acknowledged within 3 working days (making an allowance for weekends, annual leave and public holidays) and a formal investigation will take place. A formal written outcome of the investigation will be sent within 15 working days.

3) If you remain dissatisfied with the outcome, a written complaint can then be sent to

The Union President

Birmingham City Students’ Union

Birmingham City University

4 Cardigan St

Birmingham

B4 7BD

A detached review will be undertaken and following conclusion of the investigation, a written final statement will be sent within 15 working days. This will also include details of how to refer the complaint to the Property Ombudsman, if you wish to do so, which must be done within 12 months of the final response. The address of the Property Ombudsman’s contact details are Milford House, 43-55 Milford St, Salisbury, Wiltshire SP1 2BP. 01722 335458. [www.tpos.co.uk](http://www.tpos.co.uk)