

THE BELOW IS FOR STUDENT INFORMATION

How to Make a Complaint?

- Complaints are dealt with by your local Accommodation Manager. Please raise your complaint with your Accommodation Manager who will do their best to resolve. We strongly recommend you speak to your Accommodation Manager in person or over the phone.

- If you feel your complaint has not been dealt with adequately, then you can escalate your complaint to senior member of the Urban Student Life team. To do this email enquires@urbanstudentlife.com and include;
 - The Accommodation Manager you have spoken to
 - A description of your complaint
 - Why you feel your complaint has not been treated fairly

- Once a senior member of the Urban Student Life team receives a written complaint, you should expect an acknowledgment within 24 hours and a full response within 5 working days.

Please follow this above procedure to ensure complaints are address quickly and accurately.