

Complaints Procedure

The ANUK/Unipol national code is a voluntary scheme and, as members of it we have committed to meet the standards set out in their code.

If you have raised a complaint directly with us and, and the breach of the code doesn't get rectified to your satisfaction, then you may submit a complaint to the National Code. Before you do so, check the FAQs on their website to check that your complaint meets their criteria. You find answers will also find answers to some other common queries there – <https://www.nationalcode.org/for-students/guidance-faqs/>

Their Code Complaints Investigator will assess your complaint and check it falls within the remit of the scheme and respond with appropriate guidance.

You can expect to receive a reply from the National code no later than two weeks and any breach of their code resolved within four weeks of it being reported in writing. A link to the National Codes Complaints process is here – <https://www.nationalcode.org/for-students/problems-complaints/>

If a complaint is not responded to by us within 28 days of it being lodged, then a complaint can be made to the Codes Complaints Investigator by the occupant.