

Complaints Procedure

At USL, we aim to give you the best possible experience during your time with us, but we do realise we do not always get it right.

How to Make a Complaint?

Stage 1: Complaints can be dealt with by your local Accommodation Manager. Please raise your concerns with your Accommodation Manager, who will do their best to resolve it for you on the spot. We strongly recommend you speak to your Accommodation Manager in person or over the phone as soon as something does come up.

Stage 2: If you feel your complaint has not been dealt with adequately at your accommodation or in a timely fashion then you can escalate your complaint to a senior member of the USL team.

To do this, ask your accommodation manager for the contact details of a senior member of the team or email enquiries@urbanstudentlife.com and include:

The Accommodation you are staying at;

- Your Name;
- Your Room Number;
- The Accommodation Manager you have spoken to;
- A detailed description of your complaint;
- Why you feel your complaint has not been treated fairly;
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Once a senior member of the Urban Student Life team receives your written complaint, you should expect an acknowledgment within 48 hours (excluding weekends) and a full written response within 5 working days.

Please follow the above procedure to ensure complaints are addressed quickly and accurately.