

Broadgate Park Complaints Procedure

At Broadgate Park, we take all complaints and expressions of dissatisfaction seriously. We are committed to ensuring that concerns regarding our accommodation services, staff, or operations are handled fairly, consistently, and within reasonable timescales.

To ensure complaints are reviewed by the most appropriate team, our complaints procedure is divided between:

1. **The UPP Nottingham Accommodation Team (Lettings)**
2. **The UPP Residence Team (Property and Facilities Management)**

1. The UPP Nottingham Accommodation Team (Lettings)

Handles complaint relating to:

- Licence agreements
- Booking process and room allocations
- Cancellation requests and appeals
- Contractual Administration
- Communication or customer service during the lettings process
- Staff concerns (treated in confidence)
 - *If you wish to raise a concern confidentially, please include **"CONFIDENTIAL"** in the subject line of your email. We will handle the matter sensitively and restrict access to your complaint to those involved in investigating and resolving the issue.*
 - *You may choose not to disclose your identity; however, please note that anonymous complaints may limit our ability to fully investigate the concern or provide updates on the outcome.*

Email: accommodationnottingham@upp-ltd.com

Telephone number: +44 (0)115 681 0020

UPP Accommodation Team (Lettings)

Stage	Action	Responsible Department	Response Time
1. Early Resolution at local level	We aim to resolve most complaints quickly at a local level with an informal resolution. Please raise the issue verbally or in writing at the time the problem first occurs. If you remain dissatisfied with the resolution you may escalate your complaint in writing to a stage 2 formal complaint.	Customer Service and Sales Advisors	Acknowledgement within 3 working days, and a response provided within 5 working days
2. Formal Complaint	If not resolved or you wish to submit a formal complaint you must do this in writing with any supporting evidence you wish to include. The complaint will be acknowledged within 5 working days. If it isn't possible for us to respond or if we require further evidence we will keep you informed to the amended timescale.	Accommodation Services Manager	Acknowledgement within 5 working days, and a response provided within 10 working days
3. Final Review	If you remain dissatisfied with the outcome of your stage 2 formal complaint, you may request for your complaint to be escalated to a senior manager who will review and provide a final decision (Stage 3). This is the highest level of escalation within UPP.	Head of Accommodation Services	Acknowledgement within 5 working days, and a response provided within 10 working days
4. External Referral	If your complaint remains unresolved, or more than 28 working days have passed without a response, you may refer your complaint to the ANUK/Unipol National Code. Please refer to Clause 17.7 of the Terms and Conditions for further guidance: https://www.nationalcode.org/for-students/problems-complaints/	ANUK/Unipol National Code	-

2. The Residence Team (Property and Facilities Management)

Handles complaints relating to:

- Maintenance and repairs
- Damages, charges and deposit return queries
- Cleaning and waste management
- Health & safety and security
- Day to day site management of services
- Staff concerns (treated in confidence)
 - *If you wish to raise a concern confidentially, please include "**CONFIDENTIAL**" in the subject line of your email. We will handle the matter sensitively and restrict access to your complaint to those involved in investigating and resolving the issue.*
 - *You may choose not to disclose your identity; however, please note that anonymous complaints may limit our ability to fully investigate the concern or provide updates on the outcome.*

Email: broadgateenquiries@upp-ltd.com

Telephone number: +44 (0)115 951 8670

UPP Residence Team (Property and Facilities Management)

Stage	Action	Responsible Department	Response Time
1. Early Resolution at local level	• We aim to resolve most complaints quickly at a local level with an formal resolution. Please raise the issue verbally or in writing at the time the problem first occurs. If you remain dissatisfied with the resolution you may escalate your complaint in writing to a stage 2 formal complaint.	Front of House	Acknowledgement within 3 working days, and a response provided within 5 working days

2. Formal Complaint	If not resolved or if you wish to submit a formal complaint, please email this in writing for the attention of the Residence Managers for a response. If it isn't possible for us to respond or if we require further evidence we will keep you informed to the amended timescale.	Residence Managers	Acknowledgement within 5 working days, and a response provided within 10 working days
3. Final Review	If dissatisfied with the outcome of your stage 2 formal complaint, you may request for your complaint to be escalated to a senior manager who will review and provide a final decision (Stage 3). This is the highest level of escalation within UPP.	General Manager	Acknowledgement within 5 working days, and a response provided within 10 working days
4. External Referral	If your complaint remains unresolved, or more than 28 working days have passed without a response, you may refer your complaint to the ANUK/Unipol National Code. Please refer to Clause 17.7 of the Terms and Conditions for further guidance: https://www.nationalcode.org/for-students/problems-complaints/	ANUK/Unipol National Code	-