

Broadgate Park Complaints Procedure

We take any expressions of dissatisfaction regarding our accommodation services staff or conduct very seriously, particularly where a response or formal escalation is required. Our complaints process ensures all concerns are managed fairly, promptly and by the appropriate team.

Broadgate Park (UPP) operates a complaints procedure that separates responsibility 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

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	<p>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.</p> <p>If you remain dissatisfied with the resolution you may escalate your complaint in writing to a stage 2 formal complaint.</p>	Customer Service and Sales Advisors	Acknowledgement within 1 working day, response within 5 working days
2. Formal Complaint	<p>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.</p> <p>The complaint will be acknowledged within 5 working days.</p> <p>If it isn't possible for us to respond or if we require further evidence we will keep you informed to the amended timescale.</p>	Accommodation Services Manager	Within 21 working days
3. Final Review	<p>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).</p> <p>This is the highest level of escalation within UPP.</p>	Head of Accommodation Services	Within 21 working days
4. External Referral	<p>If you have raised a complaint directly with us and the issue is not resolved to your satisfaction, you may choose to escalate your complaint to the National Code. Please see clause 17.7 in the Terms and Conditions for further guidance.</p>	UoN Student Union/ANUK	-

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

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	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	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	Within 10 working days
4. External Referral	If you have raised a complaint directly with us and the issue is not resolved to your satisfaction, you may choose to escalate your complaint to the National Code. Please see clause 17.7 in the Terms and Conditions for further guidance .	ANUK	-