Aspire Student Living Complaints Procedure

If you are dissatisfied with the service you receive from Aspire Student Living, please raise your complaint within **3 months** of an event/incident/communication.

What is a complaint?

Aspire Student Living defines a complaint as an expression of dissatisfaction with the services provided by Aspire Student Living.

How to make a complaint:

Email us: complaints@aspirestudents.co.uk

Please provide full details of your complaint:

- Full Name of person/people involved
- Day/Date/Time/Place of event/incident/communication
- Full description of event/incident/communication you felt provided dissatisfactory service
- Your full contact details

What happens next?

- Once your complaint is received, we will acknowledge receipt via email within 3 working days
- We will aim to investigate the complaint fully within 10 working days, if we need longer, we will contact to make you aware a further 10 working days is needed and the reason(s) for this
- We will provide full details of our decision, be it an upheld complaint or a dismissed complaint any actions to be implemented going forwards,

Not happy with the outcome?

- Please visit our governing body ANUK and review their complaints procedure: (https://www.nationalcode.org/for-students/problems-complaints/).
- Email ANUK at NationalCodes@unipol.org.uk

Did you know?

- We have to respond to you within 28 working days. If we don't then you can log this with our governing body

Please do read their full complaints procedure as it sets out how Aspire Student Living handles your complaint.