

Complaints Policy

CODE Student Accommodation

v3.0 · September 2026 · Next review: September 2027

CODE Student Accommodation takes every complaint seriously. We investigate thoroughly, fairly, and confidentially, we will always treat you courteously and professionally, and we use what we learn to improve. If something isn't right, here's how to tell us.

How to make a complaint

We operate a three-stage process. If we haven't resolved your concern by Stage 3, or if it isn't responded to within 28 days of being lodged with us, you can raise a complaint with the ANUK / Unipol National Code.

STAGE

1

Initial concern — informal

Speak to a member of the sales or accommodation team at your site, by phone, email, our online chat, in person at reception or by video call if you prefer. We aim to resolve informally within 10 days of receipt.

CODE Leicester: 0116 233 5678 · leicester@codestudents.co.uk

CODE Fairfax Street: 02476 105 106 · coventry@codestudents.co.uk

CODE Harper Road: 02476 105 106 · harper-road@codestudents.co.uk

Someone acting for you. If you would like someone else to raise or handle a complaint for you, such as a parent or guardian, please let us know in writing and confirm that we can share information about your complaint with them. An email to us is enough. We will then deal with them in the same way as we would deal with you.

↓ if not resolved at Stage 1

STAGE

2

Formal written complaint

If your concern is more serious, or Stage 1 hasn't resolved it, put your complaint in writing. We acknowledge within 3 days and provide a full written response within 10 days. If a longer investigation is needed, we tell you in writing and confirm the revised date.

Acknowledgement: within 3 days

Full response: within 10 days

Email: resolutions@codestudents.co.uk

By post: Operations, CODE Student Accommodation, 40–46 Western Road, Leicester LE3 0GH

Our written response will explain what we have found, what we will do about it and by when. Where we agree an outcome with you, we will carry it out within 10 days of it being agreed.

↓ if not resolved at Stage 2

STAGE

3

Escalated complaint

Stage 3 complaints are handled by the Customer Service & Welfare Director.

Acknowledgement: within 3 days

Full response: within 10 days of escalation, setting out our findings, any actions and the timetable in the same way as at Stage 2

Email: resolutions@codestudents.co.uk

↓ if not responded to within 28 days of being lodged with us

STAGE**4****ANUK / Unipol National Code — external escalation**

CODE is a member of the ANUK / Unipol National Code for Larger Developments. If your complaint has not been responded to within 28 days of being lodged with us, or you are unhappy with the outcome of our three stages, you can raise a complaint with the National Code.

How to complain: <https://www.nationalcode.org/for-students/problems-complaints/>

If your complaint is about a member of staff

Confidential route to the Customer Service & Welfare Director

You can raise it directly with the Customer Service & Welfare Director, bypassing the on-site team entirely. The member of staff complained about plays no part in considering, investigating or resolving your complaint. Records of staff conduct complaints are held confidentially.

Email: welfare@codestudents.co.uk

Confidentiality and resolution

All complaints are handled confidentially and with discretion. We do not require non-disclosure agreements, confidentiality clauses, or any similar provision as a condition of resolving a complaint. You remain free to discuss your complaint and its outcome.

Equal treatment

Complaints are handled in line with the Equality Act 2010. No applicant or occupant will be treated less favourably on the basis of any protected characteristic, and reasonable adjustments are made for disabled occupants raising complaints.