

Acis Students Complaints Procedure

Procedure	Acis Students Complaints Procedure
Owner	Acis Students
Effective Date	June 2026
Review Date	June 2029
Related Policy	Acis Customer Feedback Policy

Our Commitment

This procedure explains how students can raise concerns, make complaints and request an independent review if they are unhappy with the outcome. Acis Students is a member of the ANUK/Unipol National Code for Larger Developments and is committed to listening to concerns, investigating issues fairly, putting things right where we have fallen short and learning from feedback to improve services.

How to Make a Complaint

Email: sam@acisstudents.co.uk

Telephone:

- Sheffield: 0114 294 5680
- Nottingham: 0115 855 9008

In Person: Speak to a member of the Acis Students team.

In Writing: Write to any member of the Acis Students team.

Raising Concerns in Confidence

Students can raise concerns in confidence and complaints will be handled sensitively and in accordance with data protection legislation. Where a complaint relates to the conduct of a member of staff, that individual will not be involved in considering, investigating or deciding the complaint.

Support and Representation

You may ask a parent, family member, friend, Students' Union representative, support worker or another nominated representative to act on your behalf. Where several students raise the same issue, we may manage the matter as a group complaint and agree a lead representative.

Service Requests and Complaints

A service request is a request for us to take action to resolve a problem. If you are unhappy with how a service request has been handled, or would like the matter formally investigated, we will record it as a complaint.

What is a Complaint?

A complaint is an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by Acis Students, its employees or those acting on its behalf.

Complaints Outside the Scope of this Procedure

We may decide not to investigate matters that are more than 12 months old without good reason, have already been considered, are subject to legal proceedings, are better dealt with through an insurance claim or another formal process, or do not relate to accommodation or services provided by Acis Students.

Our Complaints Process

Stage 1: We will acknowledge your complaint within 2 working days and aim to provide a substantive written response within 10 working days.

Stage 2 Review: If you remain dissatisfied, a senior manager not previously involved will independently review the complaint. We will acknowledge the request within 2 working days and aim to provide a final written response within 10 working days.

Independent Review and External Escalation

If you remain dissatisfied after completing the Acis Students complaints process, you may be able to seek an independent review of your complaint.

Housing Ombudsman Service: Students may be able to refer their complaint to the Housing Ombudsman Service after completing the Acis Students complaints process. Further information is available at <https://www.housing-ombudsman.org.uk/>

ANUK/Unipol National Code: You may refer your complaint to the National Codes Complaints Investigator if you have completed the Acis Students complaints process and remain dissatisfied, or if more than 28 days have elapsed without substantive progress. Further information is available at <https://www.nationalcode.org/for-students/problems-complaints/>

Important Information: The Housing Ombudsman Service and the National Codes

Complaints Investigator are independent organisations and may decide whether a complaint falls within their jurisdiction. A complaint will not normally be investigated by both organisations at the same time.

Accessibility and Reasonable Adjustments

If you require information in an alternative format, language support, communication assistance or any other reasonable adjustment, please contact us.

Managing Your Information

We will keep records of complaints, investigations, decisions and actions taken in accordance with data protection legislation and Acis policies.

Fairness and Equality

We are committed to treating all complaints fairly, consistently and without discrimination.

Learning from Feedback

We regularly review complaints to identify trends, understand root causes and improve services.

Further Information

The Acis Customer Feedback Policy is available on request from the Accommodation Team or by emailing sam@acisstudents.co.uk.