



## Dundee Student Homes Complaints Procedure

Dundee Student Homes will conduct an open and transparent investigation into any complaints made by tenants using the following process:

1. If tenant(s) feel the requirements of the Standard have not been met, they will be asked to read the Standard carefully and complete a Dundee Student Homes Complaint Form (available on the Dundee Student Homes website), identifying the clauses they feel have not been met.

If you're a student at [Abertay University](#) you must contact [residences@abertay.ac.uk](mailto:residences@abertay.ac.uk) before submitting a complaint form.

If you're a student at the [University of Dundee](#), you must speak to the Student Legal Adviser at DUSA ([housing@dusa.co.uk](mailto:housing@dusa.co.uk)) before submitting a complaint form.

If your complaint also relates to the management of your tenancy you should speak to the Private Sector Services Unit at Dundee City Council.  
Contact: [landlord.registration@dundeecity.gov.uk](mailto:landlord.registration@dundeecity.gov.uk) or 01382 435406 or 435407

2. If the complaint correctly identifies potential breaches of the Dundee Student Homes Standard, the **Accommodation Support Worker** will contact the landlord/agent formally requesting a response to the tenants' feedback.

3. If the complaint cannot be resolved at this stage, the landlord/agent and their tenants will be invited to attend a mediation meeting. At this meeting the landlord/agent and their tenants will be given the opportunity to provide evidence to support their case. This will be held in our offices, as a neutral location, and will be led by one of the management team.

4. At this stage, it will be decided whether the Dundee Student Homes Standard has been breached. If Dundee Student Homes is satisfied that the Standard has not been breached, then no further action will be taken. However, the tenants will have the right to have this decision re-examined by the **Dundee Student Homes Hearing**.

5. If a breach has occurred and the Landlord/Agent agrees to rectify this within a reasonable time period, no further action will be taken. However, the tenants will have the right to have this decision re-examined by a **Dundee Student Homes Hearing**.

6. If the landlord/agent fails to rectify the breach within the agreed time period, or if a solution was not reached during mediation, the **Dundee Student Homes Hearing** will meet. The Hearing is made up of representatives from: Abertay University, the University of Dundee, Dundee University Students' Association (DUSA), Abertay Students' Association and Hillcrest Enterprises. The Hearing will decide to take one of the following actions:



- No further action.
- Referral to processes at Dundee City Council, the First Tier Tribunal or other external bodies (as applicable).
- Request that the Landlord/agent fulfils the requirements of the Standard in the future (any further breaches may lead to further action).
- Suspension from the Dundee Student Homes service for a determined period, including removal of property adverts and access to the service.
- Suspension from the Dundee Student Homes service indefinitely, including removal of property adverts and access to the service.
- Both the tenant and the Landlord/agent will have the right to have the decision re-examined by **Dundee Student Homes Hearing**.

**The following circumstances are likely to lead to an applicant being refused membership, or to membership being revoked:**

- The applicant or member is known to Dundee Student Homes as having practiced poor management or conducted business in any way that would, in the opinion of Dundee Student Homes, bring the standard into disrepute or damage the reputation of Dundee Student Homes.
- Using their involvement in this or any other accreditation standard in a manner which is either fraudulent or intended to deceive,
- Acting in breach of or failing to maintain the standards required under the Standard's terms and conditions, or otherwise acting in such a manner as to bring the Standard into disrepute.
- Unlawful discrimination of any kind.
- Conviction of any criminal or civil offence which could be construed as being relevant to the letting business, including fraud, dishonesty, violence, drugs, or sexual offences.
- Contravention of any provision of laws or regulations relating to housing, planning, fire, health and safety or of landlord or tenant law or legislation, such as having been subject to proceedings by a local authority or other regulatory body or failing to have in place relevant safety certification.
- Committing a material breach of any term of this Standard.
- Being subject to a valid complaint made to Dundee Student Homes which would reasonably justify the opinion that the conduct is inconsistent with the aims of the Standard.