Cardiff University Students' Union
Undeb Myfyrwyr Prifysgol Caerdydd

Cardiff Student Letting Cardiff University Students' Union, Park Place, Cardiff CF10 3QN
Gosod Tai Myfyrwyr Caerdydd Undeb Myfyrwyr Prifysgol Caerdydd, Plas Y Parc, Caerdydd, CF10 3QN.

Cardiff Student Letting
Complaints Procedure

Cardiff Student Letting takes complaints very seriously and works hard to resolve issues as quickly as possible. The following procedures are undertaken in dealing with any complaint:

1. The Head of Lettings, is appointed to deal with complaints, and can be contacted at, Cardiff Student Letting, Cardiff University Students' Union, Park Place, Cardiff, CF10 3QN. If you have made your complaint orally, you will be requested to send a written summary of your complaint to the above address.

2. Once your written summary of the complaint has been received, you will be contacted within three working days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.

3. Within fifteen working days of receipt of your written summary, the Head of Lettings will write to you, in order to inform you of the outcome of the investigation into your complaint and to let you know what actions have or will be taken.

4. If you are dissatisfied with the result of the internal investigation, please write to the Director of Enterprise who will review the complaint. He can be contacted at; Cardiff University Students' Union, Park Place,
Cardiff, CF10 3QN.

5. Following the conclusion of our in-house review we will write to you with a final written statement.

6. If you are dissatisfied with the conclusion of the in-house review of the complaint, you can refer the matter to the The Property Ombudsman Limited, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP