

## Trent Lets Complaints Procedure

All our standards are designed to meet the expectations of our customers. If you are dissatisfied with any part of our service, it is important you let us know. By working through any problems we can make sure we give you the best service possible.

If you have an issue please contact a member of the Trent Lets team. You can do this using any of the below contact details:

Phone: 0115 848 4888

Email: [trentlets@ntu.ac.uk](mailto:trentlets@ntu.ac.uk)

Post: Trent Lets, Student Accommodation Services,  
Nottingham Trent University  
50 Shakespeare Street  
Nottingham  
NG1 4FY

If we can't resolve the issue and you wish to make a complaint, you will be asked to put your complaint in writing, because it can help us to better understand your concerns. If we are unable to resolve your complaint straight away, we will look into it in more detail. In any event, the Trent Lets team will respond to you within five working days. We will try to provide a full reply, but if this is not possible, an acknowledgement will be sent to you. Within ten working days, the team will have investigated your complaint and sent a written response.

Our complaints policy is in line with the University-wide policies [that can be found here](#).

Hopefully, we will have resolved the situation but, if you are still unhappy at this stage, you can use the next stage of the University-wide policy, and contact the Head of Student Accommodation.

Email: [accommodation@ntu.ac.uk](mailto:accommodation@ntu.ac.uk) (please title FAO Head of Student Accommodation)

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