

Student Digs Complaints Procedure

Last updated September 2025.

Student Digs aim to provide the highest standard of service to all Tenants and Landlords and give assurance that any grievance you have concerning such service is appropriately addressed.

If you believe you have, or may have, a grievance with our service, our employees, standard of practice or working procedures, please write in the first instance to the address below.

My Student Digs
63 Regent Road
Leicester
LE1 6YF
studentdigs@mail.studentdigs.uk

For us to investigate a complaint thoroughly, you must include the following information:

- Your full name
- Address of the property which your complaint relates to
- Whether you are complaining individually or on behalf of a group of tenants
- Full details of your complaint including any evidence which may be relevant
- Your proposed/desired resolution

Please note that we may still request further information from you or other joint tenants if necessary in order to investigate your complaint.

Your complaint will then be dealt with as follows:

Stage 1 - Your correspondence will be acknowledged within 7 days and investigated thoroughly and replied to by an independent property manager or senior property manager within 28 days of receipt providing that you respond to any further requests for information in a timely manner.

Stage 2 - If you disagree with our response, you may write to us again and request that this decision is reviewed by a more senior colleague or a director. A further decision will then be issued to you within 28 days to confirm whether the initial decision is upheld or whether an alternative resolution is proposed.

Stage 3 - Following this review, should your grievance not be resolved to your satisfaction, you can refer the matter to The Property Redress Scheme, who are an independent redress organisation, at:

Property Redress Scheme
Premiere House
1st Floor
Elstree Way
Borehamwood
Hertfordshire
WD6 1JH

Property Redress Scheme Membership Number: PRS017212