

**From:** Freedom of Information

**Sent:** 30 October 2020 15:47

**To:**

**Subject:** Freedom of Information Response (Our Ref: K/20/388)

Dear

**Freedom of Information Response (Our Ref: K/20/388)**

Thank you for your Freedom of Information (FOI) request dated 2 October 2020, reference K/20/388.

Your request read:

“Since the start of this academic year (Sept 2020) how many complaints have been received by your accommodation office about the standard of student accommodation where part of the complaint has made specific reference to the fact that the accommodation is not worth the price being charged for it, or a reduction in its price should be made to reflect the apparent defects?”

In relation to the most recent three such complaints please provide me with an exact transcript of the complaint as you received it, although I accept the name and address of the complainant as well as any other personal details will have to be redacted to comply with S.40 of the FoI Act.”

The University of Leeds holds this information.

Since September 2020, our Residences team have received 11 complaints where value for money has been referred to, or a reduction in price has been requested.

We are withholding the exact transcripts of complaints under section 40(2) of the Freedom of Information Act. Complaints, by their very nature, include detailed descriptive information about the student(s) and circumstances to which they relate. The transcripts therefore constitute personal data, as they relate to an identified or identifiable living individual. It is not possible to sufficiently redact the transcripts in order to protect personal information; to do so would result in so much redacted material that the remainder would offer no value.

Complaints are widely accepted to be made on a confidential basis, and it is incumbent upon the University to ensure that those complaints are handled in a sensitive and appropriate manner. To release this information would be contradictory to the expectations of complainants and would therefore be unfair. We are therefore satisfied that section 40(2) is engaged.

We hope this information is helpful. If you have any questions about this email, however, please do not hesitate to contact us on [foi@leeds.ac.uk](mailto:foi@leeds.ac.uk)

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you can request an

Internal Review. Requests for Internal Review should be made in writing using the following contact information:

Post: Mr D Wardle  
Deputy Secretary  
The University of Leeds  
Leeds  
LS2 9JT

Email: [foi@leeds.ac.uk](mailto:foi@leeds.ac.uk)

Requests for Internal Review should be submitted within 40 working days of receiving the University's response to your request. Further information about how the University manages Freedom of Information requests and about our complaints procedure is also available on our website ([www.leeds.ac.uk](http://www.leeds.ac.uk)).

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the review/complaints procedure provided by the University. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Kind regards

**Chloe Wilkins**  
Freedom of Information Officer

Secretariat  
University of Leeds