

Reference: FOI 25031**Details of the request:**

Unite Students is one of the major student hall providers for universities across the UK. Students across the country are filing complaints regarding the poor conditions of the accommodations provided by Unite Students.

I would like to request the following information:

1. The number of complaints concerning Unite Students received by the University in the past 3 years.
2. A description of the complaints, including information about who filed them and what they involved.
3. A description of how these complaints were resolved and the outcome for each of them.

Summary

LSBU is able to supply **all** of the information request.

x

The information (or links to the information if it is already published) set out below.

LSBU is able to supply **part** of the information requested.

The information (or links to the information if it is already published) set out below, together with the reason for the partial response.

LSBU is unable to supply any of the information requests.
Reasons set out below.

Details of our response:**Exemption:**

Exemption	Applied?	Rationale
Section 21 – information already reasonably accessible		
Section 22 – information intended for future publication		
Section 22A – research information		
Sections 30 and 31 – investigations and prejudice to law enforcement		
Section 40(2) – personal information		
Section 43 – trade secrets and prejudice to commercial interests		

Response:

1. Nil
2. N/A
3. N/A

If you wish to request a review, please set out in writing your reasons and send it within 2 months of the date of this letter to the Group Chief People and Legal Officer, London South Bank University, 103 Borough Road, London, SE1 0AA. We will aim to carry out the review within 20 working days, or in exceptional circumstances within 40 working days.

If you are not satisfied with the review decision, you have the right to complain to the Information Commissioner whose contact details can be found at <https://ico.org.uk/make-a-complaint/>