

## ACCOMMODATION AND HOSPITALITY SERVICES

### COMPLAINTS POLICY

Within Accommodation and Hospitality Services, we are committed to our customers and taking action when our services have not lived up to expectations. While we hope you will not have reason to complain, we have set up a procedure as part of seeking continuous improvement for dealing with complaints. We hope to focus on using these positively:

- To ensure all complaints are treated consistently, fairly and confidentially,
- To take corrective action,
- To identify areas for improvement, and
- To share best practice across our organisation

#### **What is a complaint?**

A complaint is when you tell us about something that Accommodation and Hospitality Services have done or should have done that you are not happy about.

#### **What is not a complaint?**

There are some issues that we do not consider to be complaints.

- We do not consider a request for us to provide a service to you to be a complaint. For example if you are asking us to do a repair to your accommodation for the first time. You should report your repair request to the site reception.
- We do not consider a complaint about the behaviour of other residents to be a complaint about us. You should report any anti social behaviour to your site reception, which will have the matter investigated.

#### **How can I make a complaint?**

You can make a complaint in person or by letter/email or by telephone to your reception. The contact details are available in your Terms and Conditions booklet or on the web at <http://www.ncl.ac.uk/accommodation/about/download.htm>

#### **Informal Complaint**

We hope that most of our customers are satisfied with the service we provide. However, if you have reason to complain about any aspect of our service, we will try to answer it as quickly and simply as possible. We will answer most complaints at the first point of contact. If we need to pass your complaint to another member of our staff, we will tell you who it is and when they will get back to you. In this way most difficulties can be resolved at an early stage by talking to the relevant person. For example, if you have a complaint about your room, you should in the first instance, report it to site reception. If you have a complaint about the way in which your telephone query was handled, please ask to speak to the supervisor for the member of staff concerned.

#### **Formal Complaint**

##### **Stage One - Investigation**

If you feel unable to raise your complaint informally, or should the problem not be resolved, or you feel your complaint has not been dealt with to your satisfaction, you are advised to write to us, marking your letter clearly as a complaint. This will be passed to the member of staff responsible for the service you are complaining about for an investigation.

We will provide you with a response within five working days of receipt. If this is not possible, due to a more detailed investigation being needed, we will provide you with an acknowledgement within five working days, informing you who will be looking into your complaint, and will aim to provide a substantive report within 20 working days.

##### **Stage Two - Review by a Manager or a Head of Service**

If you are still not happy with our answer to your complaint, you may ask for it to be reviewed. To do this, you must contact either the person who investigated your complaint at stage one or their Manager and say why you are not happy. If your initial complaint was dealt with by a Manager, you will receive a written reply from the Director of Accommodation and Hospitality Services at 7 Park Terrace.

##### **Stage Three - Referral to Student and Academic services**

If you are still unhappy with our response to your complaint, you may complain through the Student Complaints Policy, which is managed through the Student Progress Office. The details of this can be found at <http://www.ncl.ac.uk/students/progress/student-resources/regulations/complaints.htm>.

**Stage Four – UUK Code Management Committee**

Newcastle University is a member of the Universities UK Code of Practice for the Management of Student Housing, an approved code of practice for accommodation managed and/or controlled by Higher Education establishments. The Code complies with the requirements of the Housing Act 2004 and relates to the management of the building, building standards and services you receive.

If your complaint relates to an element of the Code and you are still dissatisfied with the outcome after having exhausted the Accommodation and Hospitality Services and the University complaints procedure you may refer your complaint to the UUK Code Management Committee at: <http://www.uukcode.info>