

Accommodation Services

Compliments, Comments and Complaints Procedure

We are committed to delivering you a high quality service. Our [Customer Care Promise](#) outlines what you can expect from us. We will work hard to achieve these standards and welcome your comments, complaints – and of course your compliments! Your feedback provides us with the opportunity to improve our services and facilities and lets our teams

Compliments

We are always happy to receive any feedback you have regarding our services or facilities. The easiest way for you to submit your feedback is through our [online form](#) or by completing a feedback card, which you can find at your reception. With your permission, we might use your feedback on our website and other promotional materials.

Comments

If you have any comments or suggestions about how we could improve our services or facilities, we always like to hear them. You can send us your comments via our [online form](#) or by completing a feedback card available at your reception.

Complaints

What is a complaint?

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

What is not a complaint?

There are some issues that we don't consider to be complaints about us, such as:

- Requests for us to provide a service to you. For example, if you are reporting a repair to your accommodation for the first time
- Complaints about the behaviour of other residents. You should report any anti-social behaviour to our ResLife team or your reception.

The complaints process

If you have a complaint about any aspect of our Service, in the first instance please discuss this informally with our ResLife team or call down to your reception, who will try and resolve the matter. Complaints can be submitted through our online [Complaints Form](#) or alternatively via [email](#), telephone or letter. Complaints should normally be made within four weeks, or as close as possible, to the time the issue arose.

Hopefully, we can resolve your complaint quickly, without having to progress the matter further. However, if you feel that your complaint has not been dealt with appropriately, or to your satisfaction, then you may initiate a formal complaint.

So that we can deal with your complaint effectively, we have a four stage process. We will strive to respond to your complaint to your satisfaction at stage one. Your complaint will only proceed to the next stage if you inform us that you are not satisfied with our response.

Stage one

Complaints can be made in person, submitted through our online [Complaints Form](#), or alternatively via [email](#), telephone or letter. We will acknowledge your complaint within two working days.

Your complaint will be forwarded to the relevant manager who will undertake a thorough investigation and provide you with a full written response. We will aim to complete this process within 10 working days. If we are not able to meet this deadline, we will keep you informed of our progress. If you are not satisfied with the response you receive at stage one, you should move on to stage two, within 10 working days of receiving the stage one decision.

Stage two

A member of the Senior Management Team, or a nominated manager, will review your complaint. We will aim to provide you with a full written response within 10 working days and will keep you informed if this is not possible.

If you are still unhappy with the response received at stage two, then you should move on to stage three, within 10 working days of receiving the stage two decision.

Stage three

If you have completed stages one and two and you remain dissatisfied with our response, you may wish to refer your complaint through the University's [Student Complaints and Resolution Procedure](#), managed by [Student Progress](#).

Stage four

If you have completed all stages of our Complaints Procedure and you are not satisfied your complaint has been resolved, then you may wish to refer your complaint to the [Office of the Independent Adjudicator \(OIA\)](#). The OIA is an independent body set up to review student complaints and offers a free service to students.

Confidentiality

All complaints will be dealt with confidentially, though enquiries may have to be made with third parties to investigate the complaint fully. For this reason anonymous complaints will not be accepted.