



UNIVERSITY OF LONDON

Residential Services

Student Complaints Procedure



Why do we have a complaints procedure?

Residential Services is made up of the following departments that provide the following accommodation services to students:

- Accommodation & Hospitality: responsible for managing the allocations and booking of rooms within the Intercollegiate Halls;
- Residential Life: responsible for the pastoral support, community building and discipline within the Intercollegiate Halls;
- Halls Management: responsible for the facilities management of the Intercollegiate Halls, including maintenance, housekeeping, security and catering;
- Private Housing and Advice team: responsible for a range of services to assist and support students looking for, and currently living in, private accommodation.

We strive at all times to provide you with excellent service. However, we know that even in the most efficient of organisations, things can very occasionally go wrong and services may not be delivered as they should be. This procedure outlines how you can get in touch with us when you have a complaint to make.

Who can complain?

The procedure is open to students who receive a service from one of the aforementioned teams within the Residential Services department.

What can you complain about?

You can complain if you have experienced a problem with the service we have provided to you, including with a member of our team.

PART 1: INFORMAL COMPLAINTS PROCESS

If you are unhappy with any aspect of the service provided, you should first contact the relevant team and talk to a staff member from the Residential Services team informally and, hopefully, the matter will be resolved. If you are unsure which team your complaint concerns, we will assist you in directing the complaint to the relevant team.

Email: residentialservices.complaints@london.ac.uk

You should make initial contact as soon as possible, and within no more than 40 days of the incident that gives cause for you to complain. We will be unable to consider any complaints where the informal process has taken place outside of this period.

Should you remain dissatisfied after discussing the matter informally, you will need to start the formal complaint process within 20 days of the date of that discussion.

PART 2: THE FORMAL COMPLAINTS PROCESS



You will need to have discussed your complaint informally with a member of staff (Part 1: Informal Complaints Process) before you can make a formal complaint. If you are unhappy with the decision, you can make a formal complaint using the procedure set out below. You will need to make your complaint in writing and follow the escalation process. Your complaint must be outlined together with the outcome sought.

If you need help to write down your complaint, please tell us and we will use reasonable efforts to make the necessary arrangements

Complaints Procedure Overview:

We treat all complaints seriously. To deal with them fairly, we have set out a number of stages that you should follow. If you miss any of the stages, you may be required to refer the complaint to the person you should have contacted in the first instance, unless we notify you that we will arrange this. This may delay the processing of your complaint.

STAGE 1

Contact the email below, within 20 days of the date of your discussion with the member of staff as outlined in the informal complaints process. You will need to outline your complaint in writing and we recommend that you attach any evidence that supports your complaint.

Email: residentialservices.complaints@london.ac.uk

An acknowledgement will be sent to you following receipt of your written complaint. Your complaint will be dealt with as soon as possible, usually within 20 days of receipt. If the case is complex and more time than this is needed to consider all the facts and/or gather relevant information, you will be informed of the delay.

STAGE 2

If you are not satisfied with the decision at Stage 1, you should contact the Director of Residential Services, within ten days of the date of this decision. You will need to send an outline in writing setting out your reasons for being unhappy with the outcome of Stage 1 to the email address below:

Email: residentialservices.complaints@london.ac.uk

An acknowledgement will be sent to you, by e-mail, following receipt of your communication. Your complaint will be dealt with as soon as possible, usually within 20 days of receipt. The Director of Residential Services may nominate a member of the Senior Leadership Team within the department, to deal with your complaint. If the case is complex and more time than this is needed to consider all the facts and/or gather the information, you will be informed of the delay, in writing.

STAGE 3 – REVIEW STAGE

The purpose of this stage is to review the process to ensure that appropriate procedures were followed and that the decision made was reasonable.



If you are not satisfied with the Director of Residential Services' or their nominated member of the Senior Leadership Team's decision, you should send your written complaint to the Director of Compliance, within ten days of the date of receiving the decision. You will need to outline your reasons for being unhappy with the outcome of your complaint resulting from the above process.

Email: residentialservices.complaints@london.ac.uk

An acknowledgement will be sent to you following receipt of your communication, and in most cases you will be informed of the final outcome within 20 days of receipt of your complaint by the Director of Compliance.

If your complaint is not upheld, you will be issued with a completion of procedures letter together with our final outcome letter.

What if I remain unhappy?

The procedure detailed above completes the University's consideration of a student's complaint relating to the Residential Services. Attention is drawn, however, to the procedures of the Office of the Independent Adjudicator for Higher Education (OIAHE). The OIAHE provides an independent student complaints scheme in England and Wales for the review of student complaints about a final decision of a University's disciplinary or complaints appeal body.

The OIAHE:

- Review unresolved complaints from students about their higher education provider. Where they find that the provider has done something wrong, they make recommendations for them to put things right;
- Share learning from complaints to help improve policies and practices across the higher education sector;
- Work with others and contribute to the development of policy, both in the wider regulatory framework for higher education and in the ombudsman sector

The OIAHE are a registered charity and a company by limited guarantee. They have been approved by the Chartered Trading Standards Institute as the consumer Alternative Dispute Resolution (ADR) body for higher education.

Full details of the OIAHE and how to make a complaint are available from the Academic Registrar of the University or on the website of the OIAHE <http://oiahe.org.uk>

The postal address is:

Office of the Independent Adjudicator for Higher Education
Second Floor, Abbey Gate, 57-75 Kings Gate, Reading, RG1 3AB.



Telephone 0118 959 9813.

Please note that the OIAHE process is only for students.

PUBLIC INTEREST DISCLOSURE

Complaints which are allegations of malpractice, or concern some other serious matter which the student believes he or she is unable to raise in the Hall, may be made in accordance with the University's Public Interest Disclosure Procedure, which is available via the University's website: www.london.ac.uk.

DISCIPLINARY ACTION

There shall be no disciplinary or other adverse implications for a student who makes a complaint or allegation, providing the student acts in good faith, within the law, and not vexatious or with malice, and in accordance with established procedures including those above. Victimisation of a complainant and deterring anybody from making a proper complaint are serious disciplinary offences by University staff.

IF YOU NEED A COPY OF THIS DOCUMENT IN AN ALTERNATIVE FORMAT:

- **PLEASE CONTACT EMAIL:**
residentialservices.complaints@london.ac.uk **OR**
- **CALL 0207 862 8881**