



UNIVERSITY
OF LONDON

INTERCOLLEGIATE
HALLS

UNIVERSITY OF LONDON

Intercollegiate Halls of Residence

Residential Accommodation Complaints Procedure

2019/20

Why do we have a complaints procedure?

Residential Accommodation sits within the University of London's Property and Facilities Management department. We aim to provide you with a good quality service in areas such as cleaning, maintenance, catering services, etc., during your stay in the Intercollegiate Halls. We know that even in the most efficient of organisations, things can occasionally go wrong and services may not be delivered as they should be. This procedure outlines the steps you can take when you have a complaint to make.

Who can complain?

The procedure is open to any student who resides in the Intercollegiate Halls.

What can you complain about?

You can complain if you have experienced a problem with the service we provide or concerning a member of our team, including discrimination or harassment.

Some complaints may involve issues that go beyond the University of London's Property and Facilities Management department, e.g. issues with the room allocations (Housing Services department) or issues with the finances (Finance and Planning department). Each department within the University of London has its own complaints procedure. If your complaint involves multiple areas, it will be reviewed and a decision will be made over which complaints procedure will be followed depending on the area the majority of your complaint falls within.

Informal Complaints Process

You should make initial contact as soon as possible, and no later than 40 working days after the incident. We will be unable to consider any complaints where the informal process has taken place outside of this period.

Who to contact first?

In the first instance, you should address your complaint to your Hall Manager or Warden.

You can do this via email:

Email address: info.halls@london.ac.uk

What happens next?

Your complaint will be directed to the member of staff who will be best to address the issues you have raised, and you will be contacted by them within one week.

What if I remain unhappy?

Should you remain dissatisfied after discussing the matter informally with your Hall Manager or Warden, you will have an option to start the formal complaints process within 20 working days of the date of that discussion.

The Formal Complaints Process

You will need to have discussed your complaint informally with your Hall Manager or Warden before you can make a formal complaint. If you are unhappy with the Hall Manager's or Warden's 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 - we will arrange this for you, unless we notify you otherwise. This may delay the processing of your complaint.

STAGE 1

Who to contact?

Contact the Residential Operations Manager (for complaints regarding Hall services e.g. cleaning, maintenance etc.) or the Residential Life Manager (for complaints regarding the pastoral service delivered by the Wardens and Resident Advisors) within 20 working days of the date of your discussion with your Hall Manager or Warden (please see Part 1: Informal Complaints Process). You will need to outline your complaint in writing and we recommend that you attach evidence (e.g. statements and photos) that supports your complaint. Please send this by email:

Email: residential.life@london.ac.uk or residential.operations@london.ac.uk

What happens next?

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 working days of receipt by the Residential Operations Manager or the Residential Life Manager. A written response will be sent to you with the outcome of the review of your complaint.

If the case is complex and more time is needed to consider all the facts and/or gather relevant information, you will be informed of the delay.

What if I remain unhappy?

If you are not satisfied with the Residential Operations Manager's or the Residential Life Manager's decision, or your complaint is about either the Residential Operations Manager or the Residential Life Manager you have an option of taking your complaint to Stage 2 of the Formal Complaints Process outlined below.

STAGE 2

Who to contact?

You should contact the Head of Residential Accommodation, within ten working days of the date of the decision. You will need to send an outline of your complaint in writing, setting out your reasons for being unhappy with the outcome of Stage 1 (or where applicable, setting out your complaint about the Residential Operations Manager or the Residential Life Manager) to the email address below:

Email: info.halls@london.ac.uk

What happens next?

An acknowledgement will be sent to you following receipt of your communication. The Head of Residential Accommodation or their deputy will deal with your complaint as soon as possible, usually within 20 working days of receipt. A written response will be sent to you with the outcome of the review of 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.

What if I remain unhappy?

If you are not satisfied with the Head of Residential Accommodation's decision you have an option to take your complaint to Stage 3.

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.

Who to contact?

You should send your written complaint to the Director of Compliance, within ten working days of the date of the Head of Accommodation Services' decision. You will need to outline your reasons for being unhappy with the outcome of your complaint resulting from the above process. Please send this by email:

Email: info.halls@london.ac.uk

What happens next?

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 working 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 Residential Accommodation. 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 ombuds 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.