

## ACCOMMODATION COMPLAINTS PROCEDURE

### **Our Commitment.**

At Canterbury Christ Church University, we always aim to provide you with an excellent service within Accommodation, so we need you to tell us if we have made a mistake. This procedure explains how you can do this, and how we will deal with your complaint.

This document provides you with the guidelines for our complaint's procedure if you are unhappy with the service, you have received and wish to notify us. It will also provide you with the procedure on how your complaint will be handled. We treat every complaint independently and this procedure ensures that all complaints are dealt with as efficiently and effectively as possible.

### **Contact us – Early Resolution.**

We find early resolution addresses most complaints. This is because we can usually resolve a problem at the level of immediate contact. This is why we use an early resolution approach.

If you have a problem, you should use early resolution before making a formal complaint.

If you have any concerns about the service you have received from us, you should raise this with a member of the Accommodation Staff, either on your accommodation site, with your Residence Officer, who is based on your site, or to the Accommodation Office at the earliest opportunity.

**Accommodation Office: Tel: 01227 923000**

**Email: [accommodation@canterbury.ac.uk](mailto:accommodation@canterbury.ac.uk)**

We will always endeavour to try and resolve any issues quickly and informally. If you feel this is not resolved to your satisfaction, then the formal complaint process is set out below:

### **Stage 1 - Make a Formal Complaint.**

If you do not believe your complaint has been dealt with correctly, you can ask our Residences Client Services Manager to look further into your complaint formally. You can make a complaint by email.

**Note: Quote your full name and student number on all correspondence.**

We will investigate your complaint and send you an email response within 10 working days from receipt.

Sometimes we will need another department to provide us with information to investigate your complaint fully (Estates or Security, for example). If this is the case, we will let you know if your complaint will take longer than 10 working days to respond to, we will ensure we keep you updated throughout the process.

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## **Stage 2 - Review my Complaint.**

If you believe your complaint was dealt with incorrectly, you can ask for the complaint outcome to be reviewed, by the Head of Accommodation Services.

We will review your complaint and send you an email response within 10 working days. Sometimes we will need another department to provide us with information to investigate further (Estates Management, for example). If this is the case, we will let you know if your complaint will take longer than a further 10 working days to respond to.

## **Stage 3 - Final Review.**

If you remain dissatisfied that your complaint was dealt with incorrectly, you can ask for the complaint outcome to be reviewed by the Assistant Director of Facilities. We will send you an email response within 10 working days.

Sometimes we will need another department to provide us with information to investigate further (Estates Management, for example). If this is the case, we will let you know if your complaint will take longer than a further 10 working days to respond to.

## **University Complaints Procedure.**

If you still believe your complaint has been dealt with incorrectly after you have followed this procedure, you can then follow the [University Student Complaints Procedure](#).

- This will escalate your complaint if all steps are carried out correctly, to the Vice Chancellor of the University.

## **External Complaints.**

If after this step, you still feel your complaint has been dealt with incorrectly, and you have followed the internal processes you can then raise your complaint to the [Independent Adjudicator for Higher Education \(OIA\)](#).

- This is an external body to the university.
- <https://www.canterbury.ac.uk/our-students/ug-current/student-voice/complaints>

You can find more information about complaints procedures [here](#).

## **Complaints about a member of staff.**

If your complaint is about a member of staff, you can ask to speak to their manager directly.

If you make a complaint about a member of staff, you must be prepared to make a formal statement and to attend any disciplinary hearing that might result.

**Complaints about another student.**

We may need to refer you to Student Support, Health & Wellbeing, another department or School / Faculty if your complaint is about another student.

**Student Support & Union.**

If you require further support, please contact Student Support by emailing [studentsupport@canterbury.ac.uk](mailto:studentsupport@canterbury.ac.uk) or Telephone 01227 922675. If you wish to consult the Student Union please email [advice@ccsu.co.uk](mailto:advice@ccsu.co.uk). If you are happy to provide us with your consent, we can refer you to the team, and they will contact you directly.