

Residential Services and Support - Complaints Procedure

We are committed to providing a high quality service to all our guests. When something goes wrong we would like to hear from you; this will help us improve our standards.

What is a complaint?

We are confident that most issues involving our services will be relatively minor, everyday matters which can be resolved informally and immediately with the person(s) directly concerned. Where a problem is not resolved by informal means or is too serious to be dealt with informally, then a formal procedure is available.

We keep a record of all complaints registered with us as this enables us to identify areas of weaknesses so we can put things right and improve the service provided. All complaints are registered, monitored and reviewed by the relevant Senior Manager.

Our aim is to ensure that:

1. Making a complaint is as easy as possible
2. We deal with complaints promptly, politely and in an appropriate manner
3. We treat as a complaint any clear expression of dissatisfaction with our service, which calls for a response
4. We take all complaints we receive seriously whether made in person, by telephone, by letter or by e-mail
5. We learn from complaints and use them to improve our service that we provide to you

How can I complain?

If you are unhappy about the service provided then you can, in the first instance, contact our Reception team in France House to see if your complaint can be quickly resolved.

If you do not feel the issue has been resolved by our Reception team, please complete a Complaints Form (from Residences Reception) and hand this in at the Reception at France House; please address this for the attention of the Residential Support Officer. Formal written complaints must be received within **10 days of the incident occurring or within 10 days of your previous communication with a member of Residential Services and Support staff.**

Please note – we are unable to consider complaints from third parties and all correspondence must come from the student themselves.

What should my formal complaint include?

- Your name, building, flat and room number:
- Your student number
- Any other contact details which would speed up a response e.g. mobile phone number
- A clear and concise explanation of what you found unsatisfactory and why you feel that it is unacceptable
- Any relevant facts including dates
- A statement of how you feel the situation could be resolved to your satisfaction.

What will happen next?

1. We will send you an email acknowledging your complaint and setting out our understanding of the issues you are concerned about. In the response we will ask you to confirm our understanding of the nature of your complaint. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive an acknowledgement to your complaint within **5 days** of us receiving it.
2. We will record your complaint in our central register and keep a file of all correspondence.
3. We will then start to investigate your complaint. This will normally involve the asking the Senior Manager responsible for providing the service, to provide their response to your complaint. An initial response will be provided within **10 working days**.
4. We may invite you in to discuss the complaint where possible and appropriate; otherwise we will respond to you in writing, by email.
5. If you are not satisfied with the outcome you can request for your complaint to be referred to the Residential Support Manager at s.p.cantelo@qmul.ac.uk this must be done **within 14 working days**.
6. If you are still not satisfied with the response received, you can submit a request for the decision to be reviewed by a more senior level of management. This must be done **within 14 working days**

Notes:

- 1) If your complaint relates to the service or treatment you have received from an office or department outside of the Residential Sector, please refer to the University Complaints procedure available at: <http://www.arcs.qmul.ac.uk/students/student-appeals/complaints>.
- 2) In order to investigate your complaint fully, any member of staff mentioned in the complaint, or who is responsible for a service that you have complained about, will be made aware of the issues you have raised and will be given an opportunity to comment on them.
- 3) Queen Mary University of London owned and managed residences comply with their regulations set by Universities UK (UUK) codes of practice. For more information regarding the UUK code of standards for university halls of residence (covering England and Wales only) visit: <https://www.universitiesuk.ac.uk/accommodationcodeofpractice>, or <https://www.thesac.org.uk>

Residential Services and Support Complaints Form

The completion and submission of this form initiates the formal complaints procedure. You should only complete this form if **(a)** you are unhappy with the service you have received or **(b)** you believe the College has not fulfilled the terms of your licence agreement and/or the residences handbook.

About you: (in the case of a group complaint, please attach details of all complainants on a separate sheet)

Full Name:

Student I.D.:

Hall/flat/room

Mobile number:

Email address:

About your complaint:

(a) Please include as much information as can detailing your complaint. Be specific about dates, times, names, location and include any supporting documents with this form.)

(b) Please explain what steps you have taken to resolve your complaint informally and attach copies of any relevant correspondence.

(c) Please explain why you are not satisfied with the response you have received at the informal stage.

Resolution:

Please indicate, without prejudice, what outcome or further action you want in resolution of your complaint.

Declaration:

I declare that the information detailed in this complaint is accurate and is a true reflection of events.

Signed:

Date:

Please return your completed form to Residences Reception in an envelope marked for the attention of Residential Support, either in person, or by post (Residences Reception, France House, Queen Mary University of London, Mile End Road, London E14QA).