

## **Accommodation Services - Dealing with Student Queries**

The aim of this procedure is to provide a clear and transparent process for managing student queries, comments, complaints and communicating with students residing within the University accommodation, across all campuses.

Through the successful management of this, we will enhance the student experience; ensuring students reside within a conducive environment. This document will give transparent guidelines on how Accommodation Services will manage communication with students and responding to queries / comments or complaints that are raised.

### **1. How does a student make a query, comment or an initial complaint to Accommodation Services?**

Should a student wish to contact Accommodation Services with regard to making a complaint, comment or query, they should initially raise the query on their student E-vision account via the help desk.

Upon the help desk call being logged, it will automatically be passed on to Accommodation Services to respond to the query within 5 working days. The help desk call will either be responded to, closed, further information may be requested or an interview may be requested with the student.

The help desk call will be updated by Accommodation Services whilst they are dealing with the query, ensuring the student is informed of the ongoing progress whilst compiling a historical chronology of actions / events against the students number.

It should be noted that this procedure is not intended to replace the University's official Complaints procedure but to enhance our levels of service and to prevent such complaints escalating to a level that would warrant a full complaint being made.

Only if the complaint/query cannot be resolved at that time and if all other University procedures have been adhered to should the student be advised to make a formal complaint.

Listed below are the types of queries that may arise through e:Vision, however this is not a definitive list:

- Maintenance queries
- Invoicing
- Neighbour disputes
- Against staff
- Contractual complaints
- Failure of service
- Allocations / rooming / room move
- Conditions / facilities within the accommodation
- Charges levied against the student
- Release from licence agreement
- Theft from communal areas

From the student query and upon investigation it may be necessary to instigate the Student Conduct and Wellbeing procedure or one of the following actions may be considered:

- Reallocation of student (another room or campus)
- Interview student and outline issues their behaviour has had on other residents or staff.
- Confiscation of equipment/property
- Charge for damage
- Apply access restrictions
- Noise curfew
- Cleaning charges/student made to clean up
- Police involvement
- Issue student with an acceptable behaviour contract
- Enforce apology

If the help desk query has been made with regard to either welfare or a financial issue Accommodation Services may sign post the student to one of the following:

- Students' Union
- Endsleigh Insurance
- Mental Health and Well-being coordinator
- Parent (with consent of student)
- Doctor
- Counselling Services
- Student Enabling Centre or mentor
- Health Service
- Police
- Department of Risk, Safety & Health

## **2 General Communications from Accommodation Students**

Accommodation Services will communicate with students through either emails or social media (facebook, twitter, browser) to update them on any maintenance issues, social activities or general information about residing within their accommodation.

## **3 Anonymous Complaints**

The University will not accept anonymous complaints. Anonymous complaints do not allow for an effective investigation to be conducted and a resolution reached, therefore no action will be taken by Accommodation Services where a complaint is submitted anonymously.

## **4 Students wishing to appeal a decision or charge**

If a student wishes to appeal against a decision or charge that has been levied against their student account, they will be required to put this appeal in writing via the E-vision help desk. This will then be reviewed and investigated by one of the following; the Customer Services Manager, Halls Manager or Accommodation Operations Manager. A letter will be sent to the student with the appropriate response and they will be informed that if they are still dissatisfied with the answer to invoke the University Formal Complaint procedure.