

Procedure for:	Complaints
Approved by:	T Woodman-Clarke – Head of Student Accommodation
Date Last Reviewed:	March 2013
Person Responsible:	S Westall – Team Leader Student Accommodation

Complaints Procedure

Our complaints policy is in line with the University wide policies that can be found online here:

http://www.ntu.ac.uk/current_students/document_uploads/93065.pdf

Complaints Procedure for Residents

This is published in the back of the Residence Handbook (UPP) or Welcome Guide (University Managed/Owned/Brackenhurst) that is given to the students when they move into their accommodation. These guides can be accessed here:

http://www.ntu.ac.uk/future_students/accommodation/accommodation_guide/important_information/index.html

Complaints Relating to Booking or before Arrival at Residence

We ask that complaints be put into writing so we can better understand the concerns. We are happy to respond to complaints by letter or email.

If the complaint relates to an accommodation booking/contract we would normally ask that the complaint is made by the applicant/student. If a family member wishes to handle the complaint we would ask that the applicant/student confirm that they are happy with us corresponding with a named individual. This written permission should include the name of the person(s) we have permission to discuss their information with. The written permission can be:

- A letter – it needs to include their NTU ID or UCAS Personal ID.
- Email – from their NTU email account
- Email – from the private email account on our records and include their NTU ID number/UCAS Personal ID and room number if available.

If we cannot resolve a complaint straight away, we will look into it in more detail, however in any event, we will respond within five working days. We will try to provide a full reply, but if this is not possible, an acknowledgement must be sent within this time scale.

Within ten working days, we will have fully investigated the complaint and sent a written response. Hopefully we will have resolved the situation. If we are waiting for third party information (e.g. from the police) then we may take longer than days to complete an investigation. We will make sure you receive an update after 10 days.

If your complaint has not been resolved?

If the student has any further queries or concerns they will be advised to contact the Head of Accommodation directly.