

# UNIVERSITY OF BIRMINGHAM

## Student Accommodation

We take a positive approach to all complaints and we aim to improve our service as a result of your complaint. Your feedback is important to us.

*Lesley Stewart,  
General Manager,  
Student Accommodation*

Complaints booklet  
and Complaints form



# The Policy

Student Accommodation aims to provide a high quality service. Student Accommodation takes a positive approach to all complaints received and views them as feedback from our customers. Complaints provide Student Accommodation with valuable information that allows us to assess our standards and performance in order to review our policy and procedures and improve service delivery.

A complaint can be summarised as an expression of dissatisfaction with the standard of service or a lack of action that affects those customers using the service.

## **Complaints can be about:**

- ☐ something perceived to have been done incorrectly or poorly
- ☐ something not done eg failure to complete a repair within the stipulated time
- ☐ impolite or unhelpful staff or contractors
- ☐ failure to provide a service within the stipulated time

## **Comments, concerns and suggestions**

If you would like to contact us to raise a concern, make a comment or suggestion rather than make a complaint we would be keen to hear from you. Simply log on to **[www.codeofpractice.bham.ac.uk](http://www.codeofpractice.bham.ac.uk)** and complete and submit the online form.

## The policy does not cover

- ☐ complaints that can be dealt with under an existing procedure
- ☐ an initial request for a service
- ☐ an initial request for information
- ☐ an explanation of Student Accommodation policy and procedures
- ☐ an appeal against residence fees
- ☐ a complaint regarding service provision outside of the control of Student Accommodation

Student Accommodation will treat all complaints in a professional and courteous manner. The procedure is fair and impartial and confidentiality will be respected. However, information may be passed to relevant staff to enable them to comment as appropriate.

The complaints procedure is divided into two stages. This is designed to provide a clear and straightforward path for you to follow. If you appear to have missed out a stage you will, other than in exceptional circumstances, be referred back to the appropriate stage.

## The Complaints Process

Student Accommodation is committed to providing good quality services, but sometimes you may consider that we fall short of our standards. If this does happen we want you to let us know so we can ensure that our standard of service continually improves in the future. Student Accommodation aims to provide a high quality service in all areas of our work and complaints let us know when we get it wrong. Student Accommodation aim to resolve complaints amicably, speedily and fairly.

**The procedure has 2 internal stages:****Stage 1**

Complaint to Housing Services,  
or the Manager of your residential site

**Stage 2**

Complaint to General Manager,  
Student Accommodation

If you are still not satisfied with the decision of the General Manager, Student Accommodation, following Stage 2, you should follow the University's Students' Complaints Procedure or other appropriate University procedure.

**Can I take my complaint further?**

Yes, provided that you have gone through all of the stages of our Complaints Procedure and the University's. If you are not satisfied with the outcome you can appeal to the Office of the Independent Adjudicator for Higher Education (OIA), providing your complaint is eligible under its rules.

You will need to complete and return a Scheme Application Form which should be available through either, the Registrar and Secretary, the Guild of Students or you can download it from the OIA's web site, [www.oiahe.org.uk](http://www.oiahe.org.uk) . You will need to send the Scheme Application Form to the OIA within three months of the date of the final response from the University.

**UUK Code of Practice for the Management of Student Housing**

The University of Birmingham is a member of the Universities UK Code of Practice for the Management of Student Housing. You may refer your complaint to the UUK Code Management Committee provided that you have gone through all the stages of our and the University's complaints procedures.

## How to register a complaint

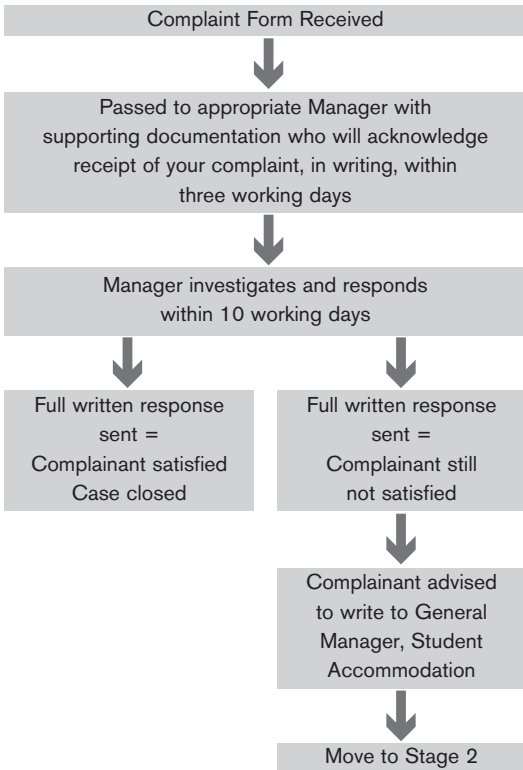
If you do not receive a response, or are not satisfied with the response, after phoning or writing to request a service please complete the complaints form at the back of this booklet.

Please complete all sections of the complaint form in full and attach any supporting documentation.

Please return the completed complaint form to Housing Services or the office of the Manager of your residential site.

The complaint form is also available as an online form which you can complete online. If you would prefer to submit your complaint using the online form please go to **[www.codeofpractice.bham.ac.uk](http://www.codeofpractice.bham.ac.uk)**

**Stage 1:** Complaint to Housing Services,  
or the Manager of your Residential Site



On receiving your complaint form the appropriate Manager should acknowledge receipt of your complaint form within 3 working days.

The Manager will investigate your complaint and you should receive a formal written response within 10 working days.

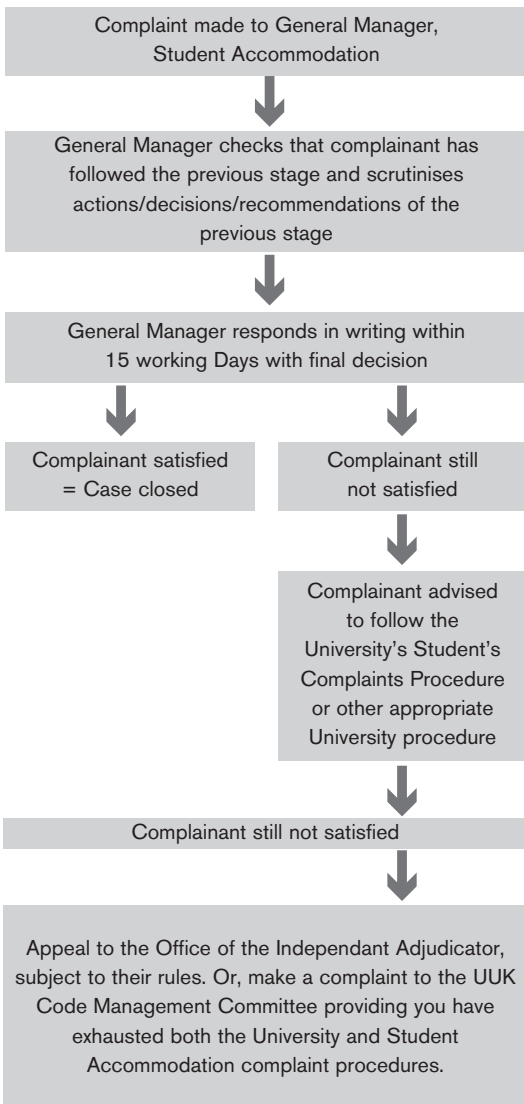
If the reply cannot be given within 10 working days, you should be informed of this, with the reasons for the delay and given a date when you should receive the written response.

The response should spell out the steps that have been taken to put things right or that will be taken if the matter is still outstanding. In exceptional cases an Inconvenience Payment may be awarded.

If you are unhappy with the answer you received at Stage 1 you should proceed to Stage 2 and write to the General Manager, Student Accommodation.



**Stage 2:** Complaint to General Manager, Student Accommodation



**On receipt of your letter explaining your dissatisfaction with the response you received at Stage 1, the General Manager will:**

- ☐ Consider your complaint made against Student Accommodation and decide whether to uphold or overturn the previous decision(s) made
- ☐ Ensure that policy has been implemented with discretion where appropriate
- ☐ Ensure that reasonable care has been taken in the manner that your complaint has been dealt with and that there have been no unreasonable delays
- ☐ Consider offering an additional Inconvenience Payment where a previous lower level has been offered
- ☐ Recommend future changes to policy or practice

The General Manager will check that you have followed Stage 1 of the procedure and will ask you to follow Stage 1 if missed. In exceptional cases the General Manager may decide that your complaint should be allowed to miss Stage 1.

The General Manager will consider your Stage 2 complaint together with any supporting information you have provided. The General Manager will consider all of the information presented and will write to advise you of the decision within 15 working days. The letter will advise you that this is the final answer of Student Accommodation.

If you are still not satisfied with the decision of the General Manager, Student Accommodation you should follow the University's Students' Complaints Procedure or other appropriate University procedure. Details of the University's Complaints Procedure and complaints form are available at:

**[www.ppd.bham.ac.uk/policy/cop/complaint.htm](http://www.ppd.bham.ac.uk/policy/cop/complaint.htm)**

or you can obtain a complaints form from your school or from the ARC in the Guild of Students.

If you are still not satisfied with the outcome of your complaint you can appeal to the Office of the Independent Adjudicator for Higher Education (OIA) providing your complaint is eligible under its rules and that you have gone through all of the stages of our complaints procedure and the University's.

You will need to complete and return a Scheme Application Form which should be available through either, the Registrar and Secretary, the Guild of Students or you can download it from the OIA's website, [www.oiahe.org.uk](http://www.oiahe.org.uk). You will need to send the Scheme Application Form to the OIA within three months of the date of the final response from the University.

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The University of Birmingham is a member of the Universities UK Code of Practice for the Management of Student Housing. You may refer your complaint to the UUK Code Committee provided that you have gone through all the stages of our complaints procedure and the University's complaints procedure.

Note: Student Accommodation will retain the information which identifies you as part of the complaints database for twelve months after the satisfactory conclusion of the complaint (including any other procedures with the University). We will then analyse the data and keep this for the purpose of historical records.

### **Disclaimer**

The Complaints Policy and Procedure is the normal method of dealing with complaints relating to Student Accommodation. However, in exceptional circumstances, the University reserves the right to utilise an alternative process to the Complaints Policy and Procedure.

# Contact Details

## **Housing Services**

University of Birmingham

Housing Services

University Centre

Edgbaston

Birmingham

B15 2TT

## **General Manager**

## **Student Accommodation**

University of Birmingham

University Centre

Edgbaston

Birmingham

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