

Residential Services' Complaints Procedure

Any complaints received by Residential Services are dealt with in accordance with the University's Student Complaints procedure. Complaints are dealt with informally and formally (at Stage 1) by the Residential Services team. If your complaint cannot be resolved at this level, it will be escalated to Stage 2 of the University's main procedure.

Full information about the University's Student Complaints Procedure can be obtained online or from the Academic Registry.

- **What is the aim of this procedure?**

To Ensure that all Complaints are:

- Directed through the appropriate channels, whether informal or formal.
 - Treated consistently, fairly and confidentially, where possible.
 - Dealt with promptly and any corrective action is taken and recorded.
 - Identify areas for improvement and feedback to operational / service departments.
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1. Who can make a complaint under this Procedure?

Complaints may be made by individual students or by groups of students; they may not be lodged by a representative, a parent or any other third party (Unless it can be shown that there are exceptional grounds why the student cannot make the complaint him/herself).

If you have a tenancy with Residential Services for University owned or managed accommodation, you can make a complaint about your residence or any related facility. Students who have moved out of accommodation are still eligible to make a complaint **up to 3 months after the date they have left.**

Complaints relating to University procedures (e.g. harassment/bullying, equality, race relations, etc.) are not covered by this procedure. You can view Swansea University Dignity at Work and Study Policy online: www.swansea.ac.uk/jobs-at-swansea/equality-and-diversity/dignity/

The Residential Services team cannot respond to anonymous complaints - for further information on anonymous complaints please go to Section 5.5 of the University's Student Complaints Procedure.

2. Who can I contact if I need advice or assistance?

The Students' Union Advice Centre offer a free service and can assist and advise you in confidence regarding your complaint - contact the Advice Centre: (01792) 295821; advice@swansea-union.co.uk

3. If I have a problem or an issue, when should I complain?

Is a query or reported problem a complaint?

No, not if it is the first time the problem has been reported and the staff have not had the opportunity to resolve the situation.

This applies to items such as:-

- Repairs
- Loss of facilities
- Neighbour disputes
- Noise issues
- Poor service

NB. Contractual appeals are not covered by this policy – please see Residential Services Tenancy Appeal form for further guidance:

What happens if the query or reported problem has not been actioned?

In this instance you are advised to ask for feedback or make an informal complaint about the issue to the appropriate office.

What is an informal complaint?

An informal complaint can or will be:

- Referred on to the appropriate member of staff who will investigate further and try to reach a mutually acceptable solution.
- Made verbally or in writing via email. An Informal complaint should be submitted within a reasonable time scale – usually within 10 days.

The majority of complaints can be resolved by raising them on an informal basis at the time the problem first occurs. In the first instance, you should talk to the member of staff responsible: this may be your Residence Manager, a member of the Residential Services team, Swansea Accommodation Services, or someone in our Reception areas. If you are not sure who to speak to, or if you require advice, talk to your Welfare Wardens.

The staff member you speak to may be able to deal with the complaint immediately or they may take brief notes and agree a nominated member of staff to get back to you with a solution. No formal time limit is applied to this process, however, it is expected that attempts will be made to resolve the informal complaint as quickly as possible and within 10 working days (wherever possible).

4. What if I am still not happy with the way my problem has been dealt with or with my treatment?

You will need to make a formal complaint by completing a form. Your complaint will then be dealt with as stated below.

What is a formal complaint?

Formal complaint – Stage 1

If you are unable to resolve your concerns informally then you may choose to submit a formal written complaint to the Head of Residential Services

Ensure you fill in all sections of the form and provide copies of all relevant documents/ correspondence/ photos to support your complaint. Send your information via email to accommodation@swansea.ac.uk or by post to:

*Head of Residential Services
Residential Services
Penmaen Building
Swansea University
Singleton Park,
Swansea. SA2 8PP*

The Residential Operations Clerical Assistant will write to you to acknowledge safe receipt of your complaint within 5 days. The Head of Residential Services (or nominee) will seek to provide you with a written response within 15 working days. You will be kept informed if Residential Services is unable to meet this deadline. If further information or clarification is needed, they will agree a change in the timescale needed to respond to you.

The Head of Residential Services (or nominee) will advise you:

- Whether the complaint is being upheld or not
- If it is upheld, what measures are being put in place/action taken to resolve the problem and to prevent it occurring in future
- If any payments/compensation are due, where applicable.

You will be required to acknowledge agreement to the decision within 15 working days. Alternatively, if you are dissatisfied with the decision you should submit a written complaint to the Academic Registry's Complaints Nominee in accordance with Stage 2 of the University Complaints procedure, which will then be investigated by the Director of Student Services/their nominee. If no contact is received within 15 working days, the complaint will be deemed to be closed.

Formal Complaint - Stage 2

A Stage 2 Complaint must be submitted to Academic Registry online where you will find full information including how to submit your complaint to the Academic Registry. If you have any questions about the University's Complaints Procedure please contact Academic Registry by telephone on (01792) 513546 or via email at: academic.registry@swansea.ac.uk

Formal Complaint - Final Review of Stage 2 - Outcome of the Complaint & External Review

If you remain dissatisfied with the outcome of your Stage 2 complaint, you may request a Final Review by completing and submitting to the Academic Registrar the Final Review Application Form **within 14 working days** of the date of the letter advising you of the outcome of your Stage 2 complaint. Details of the grounds for Final Reviews are available online or from the Academic Registry.

Will everyone know about my complaint?

Where possible the privacy of the complainant and anyone against whom a complaint has been made, will be respected and enquiries made confidentially. It may however, be necessary to disclose information to others in order to investigate the complaint and, in these circumstances, all those involved will be notified.

Date Stamp:



Student Complaint Form

If you have made an informal complaint and are not happy with the response, you may make a formal complaint by completing this form.

1. Before completing this form, please ensure that you have read the Residential Services' Complaints Procedure online.
2. Submit this form to Residential Services Central Office at the address below, via e-mail to accommodation@swansea.ac.uk or in person to Residential Services in Penmaen Residence.

*Head of Residential Services
Residential Services
Penmaen Building
Swansea University
Singleton Park
Swansea SA2 8PP*

3. Please keep a copy of this form plus any material you submit for your records.
4. We will acknowledge receipt of your complaint within 5 working days (I.e. excluding, public holidays and official University holidays).
5. You will receive a written response from the Head of Residential Services within 15 working days of the complaint being received. If circumstances mean a full response is likely to take longer, we will inform you of this and ensure a new timescale is set and communicated to you.
6. Unless agreed otherwise, the University advertised and Students' Union approved Residential Services Complaint Procedures will be followed.

All complaints will be dealt with confidentially, though enquiries may have to be made to investigate the matters that are the subject of the complaint.

The effectiveness of any complaints procedure depends on the University being able to collect appropriate information from the parties involved in order to investigate the matter properly. For this reason, anonymous complaints will not be dealt with.

If you need advice in preparing a complaint, you are advised to seek help from your Students' Union Advice Centre or Student Support Services.

If your complaint relates to the service or treatment you have received from other areas of the University outside of Residential Services, please refer to the [University's Complaint Procedure](#) online.

If you wish to appeal against a decision relating to a contractual obligation within your Tenancy Agreement, please refer to the [Residential Services Tenancy Appeal Procedure](#).

