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.

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Residential Services Complaint Form

SECTION 1 – YOUR DETAILS

Student No:		Full Name:	
Contact Tel. No:			
Term Time Address:			
Postal Address:			
Email Address:			

SECTION 2 – YOUR APPEAL

(a) Please set out the details of your complaint, including dates or incidents or events if appropriate, with copies of any relevant documents/photos.

(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.

SECTION 3 – DESIRED OUTCOME

Please indicate what outcome or future action you would like to see taken in order to address your issues.

SECTION 4 –DECLARATION

Please sign below that you believe that the above information is accurate.
Signature:_____**Date**:_____

FOR OFFICE USE ONLY:-

Reference No:	Date Received:	
Sent To:		
Date acknowledged:	By: (Staff)	Follow up date:
Notes:		
Completion Date:		