



Complaints Procedure

Accommodation Essex

Authors:	Vanya Campbell
Publication date:	24 August 2022
Amended:	24 August 2022
Review date:	24 August 2023

Table of Contents

Complaints Procedure	0
<hr/>	
Responsibility for Investigating Complaints	1
Complaint responsibility	1
Informal Complaint Resolution	1
Investigation	1
University Complaints Procedure	1
Process for Responding to Complaints	2
Monitoring Complaints	2
Review	3

Responsibility for Investigating Complaints

Complaint responsibility

Accommodation Essex oversee complaints relating to the allocation of rooms, accommodation related policies and contractual or tenancy related matters.

If the complaint is relating to other accommodation matters, students should refer to the appropriate complaint's procedure online at:

[Accommodation complaints – University of Essex](#)

Informal Complaint Resolution

It is expected that students will raise complaints informally with a member of staff in the SSH or their area accommodation reception as appropriate, and that informal complaint resolution shall reside with that team. Complaints may be made in person, by email, in writing or by phone. In accordance with the [University Complaints Process](#) every effort should be made to resolve the complaint quickly and informally.

Investigation

If the complaint cannot be resolved informally, the query should be assigned to Accommodation Essex (if received through the SSH) or forwarded to the Engagement Manager if received through Outlook. An Accommodation Essex manager will investigate the complaint and provide a written response to the student.

University Complaints Procedure

If the complainant remains dissatisfied that the complaint has not been dealt with correctly, they can make an official complaint through the [University's Complaints Procedure](#).

Process for Responding to Complaints

Customers should be made aware of this process at the earliest opportunity. When a complaint is received it should be passed to the Engagement Manager to log and then passed to the relevant Accommodation Essex manager.

An email acknowledging receipt will be sent to the complainant (by the Engagement Manager) within 3 working days. The complaint will be logged in either KX or CRM¹ and the Accommodation Essex complaints record via the Engagement Manager.

The manager will investigate the complaint and respond within 10 working days from the date the complaint was received. The investigation may include:

- Meeting the complainant
- Discussing aspects of the complaint with relevant staff members
- Discussing aspects of the complaint with staff members from another team or department
- Requesting information from staff within the relevant team
- Requesting information from staff from another team or department

If the manager is unable to respond to the complainant within the timescale, they will send an email with a revised date to the complainant (template available in the Complaint Procedure folder on Box). CRM/KX will be updated if relevant and the accommodation complaints record via the Engagement Manager.

When the manager has completed the investigation, they will send an email informing the complainant of the outcome to their complaint (template available in the Complaint Procedure folder in Box) via KX or CRM with a copy to the Engagement Manager. The Accommodation Essex complaints record will be updated via Engagement Manager.

Monitoring Complaints

The Accommodation Essex complaint log will be periodically reviewed by the Head of Services (Accommodation Essex and Day Nursery), to inform service provision.

The existence of the query will be visible to the student via MyEssex but not the detail of the query. Where a complaint is about, or refers to, a member of staff, the manager should ensure that only a summary of the complaint is recorded in CRM.

Review

This procedure will be reviewed every year by the Engagement Manager, or in accordance with any new University Policy or Procedure.

Document Control Panel

Title	Accommodation Essex Complaints Procedure 2022
Policy Classification	Guidelines (procedure)
Security Classification	Open
Security Rationale	No restrictions
Policy Manager Role	Engagement Manager for Accommodation Essex
Nominated Contact	accadmin@essex.ac.uk
Responsible UoE Section	Accommodation Essex, University of Essex Campus Services
Approval Body	Estates and Campus Services Board
Signed Off Date	24 August 2022
Publication Status	Published
Published Date	24 August 2022
Last Review Date	24 August 2022
Minimum Review Frequency	Annually
Review Date	24 August 2023
UoE Identifier	

If you require this document in an alternative format, such as braille, please contact the nominated contact at include@essex.ac.uk.