



## **Queen's Accommodation**

### **Accommodation Compliments, Comments and Complaints Policy**

#### **1     Introduction**

- 1.1     Queen's Accommodation are dedicated to promoting an environment of equality, tolerance, and mutual respect for all our staff and students. Queen's Accommodation are responsive to the needs of our students and welcomes compliments, comments and complaints as a means of improving service.

#### **2     Policy**

- 2.1     Queen's Accommodation aims to ensure that student concerns and complaints are taken seriously, investigated fully and objectively in a fair, timely and effective manner. Any student invoking this procedure is expected to engage positively with the process and behave in a courteous and professional manner towards all staff and students involved.
- 2.2     Queen's Accommodation have a positive approach to receiving complaints and we see them as an opportunity to receive feedback on our accommodation and services. We seek to resolve complaints at an early stage where possible; many problems can be solved informally, without the need for a formal complaint. Students / staff will always be encouraged to attempt an informal resolution in the first instance.
- 2.3     Our policy seeks to identify ways to continuously improve how we deal with complaints. We hope to focus on using these positively:
- (i)    To ensure all complaints are treated consistently, fairly and confidentially
  - (ii)   To take corrective action / implement change / make improvements
  - (iii)   To identify areas for improvement
  - (iv)   To share best practice across our organisation

Complaint outcomes can lead to improvements in the service that Queen's Accommodation delivers and provide helpful feedback for enhancing the quality of accommodation or the student experience.

### 3 Procedure

#### 3.1 What is a complaint?

- 3.1.1 A complaint is an expression of dissatisfaction about the standard of service, action or lack of action by Queen's Accommodation.
- 3.1.2 We do not consider a first time request for us to provide a service to be a complaint e.g. if a customer is asking us to carry out a repair to their accommodation for the first time, they are asked to report all their repair requests online at [www.qub.ac.uk/accommodation](http://www.qub.ac.uk/accommodation) or, if they do not have access to the online maintenance system (e.g. summer business guests) to report to your nearest reception desk. If, after the repair has been completed, occupants are unhappy with the outcome, a complaint should be logged and the matter investigated. Complaints about the behaviour of other residents should be reported to the Residential Life team who are here to support students.

#### 3.2 How to make a complaint

##### 3.2.1 Informal complaint

- 3.2.2 The quickest way to resolve your issue is to speak to a member of staff located at your nearest reception desk. Alternatively, you can contact us in one of the following ways:

- (i) Contact our Customer Relations Officer at [accommodationfeedback@qub.ac.uk](mailto:accommodationfeedback@qub.ac.uk)
- (ii) Phone: 028 9097 4525 (Elms BT9)  
028 9097 6040 (Elms BT1)  
028 9097 6441 (Elms BT2)
- (iii) Talk to your Residential Assistant

- 3.2.3 We will contact you with 48 hours of receiving your complaint (excluding weekends, public holidays, and official University holidays) to discuss the matter and work with you to find a solution you are happy with. If you remain unhappy with the proposed solution, please complete the Queen's Accommodation Complaints Form (**Appendix 1**). Please provide as much information as possible and email the form to [accommodationfeedback@qub.ac.uk](mailto:accommodationfeedback@qub.ac.uk).

#### 3.3 Formal Complaint

##### 3.3.1 Stage One – Investigation

- 3.3.2 A customer can escalate an informal complaint if:

- (i) an informal complaint has not been resolved within 5 working days and the customer has not received an explanation for the delay.

(ii) an informal complaint has not been dealt with to their satisfaction

3.3.3 Acknowledgement of the formal complaint must be made within 5 working days advising the customer of the length of time expected to resolve the issue. Should a more detailed investigation be required, we must inform the customer and aim to provide a substantive report within 20 working days.

3.3.4 Stage Two – Meeting/Telephone

3.3.5 Should the customer be dissatisfied with the outcome of stage one, they can ask for it to be reviewed by a Senior Manager who will acknowledge their complaint on the day of receipt and arrange a suitable time to meet.

3.3.6 Stage Three – Referral to the Head of Accommodation

3.3.7 Should the customer still be dissatisfied with the outcome of the meeting with the Senior Manager they can escalate their complaint to the Head of Accommodation.

3.3.8 NOTE: Every effort will be made to adhere to time frames to resolve complaints, however, on occasions where this is not possible the complainant will be kept informed of progress. Working days refers to University working days i.e. Monday-Friday, excluding Public Holidays and University closure days.

4. Confidentiality

All complaints will be dealt with confidentially, though enquiries may have to be made with third parties to investigate the complaint fully. For this reason anonymous complaints will not be accepted.

**Queen's Accommodation Complaints Form****YOUR DETAILS**

Name:	Student Number:
Telephone Number:	Date of Complaint:

**ABOUT YOUR COMPLAINT**

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

(b) Please explain why you are not satisfied with the response you have received from us.

**DESIRED OUTCOME**

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