

## **Accommodation Hubs - Dealing with Student Queries**

The aim of this procedure is to provide a clear and transparent process for managing student queries, comments, complaints and communicating with students residing within the University accommodation, across all campuses.

Through the successful management of this, we will enhance the student experience; ensuring students reside within a conducive environment. This document will give transparent guidelines on how Accommodation Hubs will manage communication with students and responding to queries / comments or complaints that are raised.

### **1. How does a student make a query, comment or an initial complaint to Accommodation Hubs?**

Should a student wish to contact Accommodation Hubs with regard to making a complaint, comment or query, they should initially raise the query on their student portal via their Concerns page on their StarRez account. Upon the concern being logged, it will automatically be passed on to Accommodation Hubs to respond to the query within 5 working days. The concern log will either be responded to, closed, further information may be requested, or an interview may be requested with the student.

The concern log will be updated by Accommodation Hubs whilst they are dealing with the query, ensuring the student is informed of the ongoing progress whilst compiling a historical chronology of actions / events against the student's number.

It should be noted that this procedure is not intended to replace the University's official Complaints procedure but to enhance our levels of service and to prevent such complaints escalating to a level that would warrant a full complaint being made. Only if the complaint/query cannot be resolved at that time and if all other University procedures have been adhered to should the student be advised to make a formal complaint.

Listed below are the types of queries that may arise through the concerns page, however this is not a definitive list:

- Maintenance queries
- Invoicing
- Neighbour disputes
- Against staff
- Contractual complaints
- Failure of service
- Allocations / rooming / room move
- Conditions / facilities within the accommodation
- Charges levied against the student

- Release from licence agreement
- Theft from communal areas

Following a student query and subsequent investigation, it may be necessary to initiate the Student Conduct and Wellbeing Procedure, or one of the following actions may be considered:

- Reallocation of student (another room or campus)
- Interview student and outline issues their behaviour has had on other residents or staff.
- Confiscation of equipment/property
- Charge for damage
- Apply access restrictions
- Noise curfew
- Cleaning charges/student made to clean up
- Police involvement
- Issue student with an acceptable behaviour contract
- Enforce apology

If the helpdesk query relates to a welfare or financial issue, Accommodation Hubs may signpost the student to one of the following:

- Students' Union
- Howden Insurance
- Mental Health and Well-being coordinator
- Parent (with consent of student)
- Doctor
- Counselling Services
- Student Enabling Centre or mentor
- Health Service
- Police
- Department of Risk, Safety & Health

## **2. General Communications from Accommodation Students**

Accommodation Hubs will communicate with students via email to update them on any maintenance issues, social activities, or general information about residing in their accommodation.

### **3. Anonymous Complaints**

The University will not accept anonymous complaints. Anonymous complaints do not allow for an effective investigation to be conducted or for a resolution to be reached; therefore, no action will be taken by Accommodation Hubs where a complaint is submitted anonymously.

### **4. Students wishing to appeal a decision or charge**

If a student wishes to appeal a decision or charge that has been levied against their student account, they will be required to submit the appeal in writing via email. This will then be reviewed and investigated by one of the following: the Campus Manager, Halls Manager, or Residential Hub Officer.

A response letter will be sent to the student outlining the outcome. If the student remains dissatisfied, they will be advised to invoke the University's formal Complaints Procedure.