



## COMPLAINTS PROCEDURE ABOUT ACCOMMODATION AND AMENITIES

The College expects complaints to be dealt with informally in the first instance. Therefore, students who have a complaint relating to accommodation or amenities should first contact the relevant Head of Department in the College; this would most often either be the College Steward, Facilities Manager, Head Porter or the Housekeeper. A student may also make a complaint through his or her Tutor, if he or she prefers. An answer will be given within two working weeks.

If informal discussion does not resolve the complaint satisfactorily, the complaint may be made in writing to the Senior Tutor; a full description of the grounds for complaint and an indication of the form of resolution sought, should be presented. If the Senior Tutor is unable to resolve the matter himself or herself, he or she will refer the complaint to a sub-group of the Joint Liaison Committee, consisting of two of its Senior Members and two of its Junior Members, and chaired by the Deputy Warden. This group will aim to provide a response within two working weeks of receipt of the complaint.

All complaints need to be considered in the light of the Occupancy Agreement existing between the student resident and the College.