



# Student Complaints Procedure

Intercollegiate Halls

[london.ac.uk/halls](https://london.ac.uk/halls)



# Why do we have a complaints procedure?

Residential Services is made up of the following departments that provide the following accommodation services to students:

You should make initial contact as soon as possible, and within no more than 40 days of the incident that gives cause for you to complain. We will be unable to consider any complaints where the informal process has taken place outside of this period.

Should you remain dissatisfied after discussing the matter informally, you will need to start the formal complaint process within 20 days of the date of that discussion.

## Part 2: Formal complaints process

You will need to have discussed your complaint informally with a member of staff (Part 1: Informal Complaints Process) before you can make a formal complaint. If you are unhappy with the decision, you can make a formal complaint using the procedure set out below. You will need to make your complaint in writing and follow the escalation process. Your complaint must be outlined together with the outcome sought.

If you need help to write down your complaint, please tell us and we will use reasonable efforts to make the necessary arrangements

### Complaints Procedure Overview:

We treat all complaints seriously. To deal with them fairly, we have set out a number of stages that you should follow. If you miss any of the stages, you may be required to refer the complaint to the person you should have contacted in the first instance, unless we notify you that we will arrange this. This may delay the processing of your complaint.



## The OIAHE

- Review unresolved complaints from students about their higher education provider. Where they find that the provider has done something wrong, they make recommendations for them to put things right;
- Share learning from complaints to help improve policies and practices across the higher education sector;
- Work with others and contribute to the development of policy, both in the wider regulatory framework for higher education and in the ombudsman sector

The OIAHE are a registered charity and a company by limited guarantee. They have been approved by the Chartered Trading Standards Institute as the consumer Alternative Dispute Resolution (ADR) body for higher education.

Full details of the OIAHE and how to make a complaint are available from the Academic Registrar of the University or on the website of the OIAHE <http://oiahe.org.uk>

The postal address is:

Office of the Independent Adjudicator for Higher Education  
Second Floor, Abbey Gate, 57-75 Kings Gate, Reading, RG1 3AB.  
Telephone 0118 959 9813.  
Please note that the OIAHE process is only for students.

## Public interest disclosure

Complaints which are allegations of malpractice or concern some other serious matter which the student believes he or she is unable to raise in the Hall, may be made in accordance with the University's Public Interest Disclosure Procedure, which is available via the University's website: [www.london.ac.uk](http://www.london.ac.uk).

## Disciplinary action

There shall be no disciplinary or other adverse implications for a student who makes a complaint or allegation, providing the student acts in good faith, within the law, and not vexatious or with malice, and in accordance with established procedures including those above. Victimisation of a complainant and deterring anybody from making a proper complaint are serious disciplinary offences by University staff.

If you need a copy of this document in an alternative format:

Please contact email: [residentialservices.complaints@london.ac.uk](mailto:residentialservices.complaints@london.ac.uk) or call 0207 862 8881

[london.ac.uk/halls](http://london.ac.uk/halls)