

# Student Complaints Procedure

## Intercollegiate Halls

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





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

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.

## STAGE 1

Contact the email below, within 20 days of the date of your discussion with the member of staff as outlined in the informal complaints process. You will need to outline your complaint in writing and we recommend that you attach any evidence that supports your complaint.

Email: [residentialservices.complaints@london.ac.uk](mailto:residentialservices.complaints@london.ac.uk)

An acknowledgement will be sent to you following receipt of your written complaint. Your complaint will be dealt with as soon as possible, usually within 20 days of receipt. If the case is complex and more time than

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.

