

Student Living Customer Complaints Procedure

1. Customer Complaints procedure

- 1.1 Student Living recognises that customers may have legitimate complaints relating to their accommodation, the services or facilities provided and the University's obligations under the Terms and Conditions of Residence and it will take such complaints seriously and deal with them in confidence and without recrimination.
- 1.2 It is hoped that customers pursuing matters directly with the party concerned can resolve most complaints informally. Only where informal procedures fail should the formal steps detailed in this procedure be followed.
- 1.3 This procedure has been developed in accordance with UUK Code of Practice for the Management of Student Housing and the Office of the Independent Adjudicator's 'Good Practice Framework for Handling Complaints and Appeals.'
- 1.4 For all matters relating to Level 1 disciplinary panels, please refer to the Review Process in the [Student Code of Conduct](#).

2. Informal Procedure

- 2.1 Most complaints can be resolved informally. Discussing the matter with your local Hall team or Residential Advisors in the first instance, may best achieve this.
- 2.2 If you are in doubt as to whom to refer your complaint, seek advice from the Student Living team. Up to date information about opening hours are available on the Student Living website: <http://www.mmu.ac.uk/accommodation/>
- 2.3 If your complaint can be resolved immediately this will be communicated verbally or in writing to you, alternatively, you may be referred to the Halls team to pursue it on your behalf, a note will then be put on your accommodation case file detailing the action taken and/or information provided.
- 2.4 Where complaints cannot be resolved immediately and/or you do not feel that your concerns have been appropriately addressed, you will be advised by the Student Living team, to detail your complaint formally via the steps set out in

Stage 3, in writing, addressed to the Head of Residential and Conference Services. Their contact details can be found at the end of this complaints procedure.

- 2.5 Complaints will only be accepted when they are made directly by the student, you can however seek advice from the Students' Union. If appropriate, the Students' Union may contact the relevant University staff on your behalf. You are free to seek representation from the Students' Union at any stage of the complaints process. More information about the Students Union can be found on their website: <https://www.theunionmmu.org/> and you can contact them on 0161 247 1162 or via email at theunion@mmu.ac.uk.

3. Formal Complaint Procedure

- 3.1 This procedure is intended to help resolve students' complaints. It is not intended as a prescription of stages to be followed in every case and should be used as flexibly as possible to ensure complaints are considered swiftly and fairly.
- 3.2 You should set down your complaint **in writing** using the form provided and submit it addressed to the Head of Residential & Conference Services. Their contact details can be found at the end of this complaints procedure.
- 3.3 Your complaint should be made within **40** working days (i.e Monday to Friday) of the incident/event or lack of action about which you are complaining. Your complaint will be acknowledged within 48 hours (excluding weekends, public holidays and official University holidays) and a response will be provided within **28** working days; this length of time may be necessary to enable them to investigate the matter with all of those concerned.
- 3.3 The Head of Residential & Conference Services may invite you to discuss the matter in person, but in any event, you should still receive a written response.

4. Review Stage

- 4.1 If, following receipt of the written response from the Head of Residential and Conference Services:
- You do not feel that the procedures have been correctly followed at either the informal or formal stage; and/or
 - You want to dispute the reasonableness of the outcome of the formal stage; and/or
 - You can provide new material evidence that was not previously available,

You must request **in writing**, within 10 working days, that your complaint is referred to the Head of Commercial Services. They will endeavour to provide you with a written outcome of their decision within **10** working days. Their contact details can be found at the end of this complaints procedure.

- 4.2 Consideration of new material evidence will only take place in exceptional circumstances and the student will be required to explain, to the satisfaction of the reviewer, why such evidence could not be disclosed at an earlier stage.
- 4.3 The review stage is not a rehearing of the original complaint and does not reconsider the underlying matters of a case refresh. New or additional complaints cannot be raised at this point.
- 4.3 If having exhausted the University's internal complaints procedure you consider that the University has:
- Failed to give adequate consideration to your complaint; and/or
 - Has not followed or applied its regulations and/or procedures correctly,

You can refer the matter to the Office of the Independent Adjudicator for Higher Education, or the Universities of the United Kingdom Management committee – see Paragraph 5 below for fuller details.

5. External Procedure

- 5.1 If having exhausted all stages of the University's internal complaints procedure, you can refer it to the Office of the Independent Adjudicator for Higher Education, which provides an independent scheme for the review of student complaints. You can obtain further information about the scheme by writing to:

The Independent Adjudicator for Higher Education
5th Floor
Thames Tower
Station Road
Reading
RG11LX

Or by looking at the Adjudicator's website <http://www.oiahe.org.uk/>

- 5.2 In order to refer your case to the Office of Independent Adjudicator for Higher Education (OIAHE), you will require a "Completion of Procedures Letter" from the the University's Student Case Management team, confirming that you have exhausted all stages of the University's internal complaints procedure. It

is only when you have properly exhausted all stages of the University's procedure that you can be issued with a Completion of Procedures Letter by the Head of Commercial Services or his/her designate.

Contact Student Living:

Student Living
Manchester Metropolitan University
Room 1.19 Business School & Student Hub
Lower Chatham Street
Manchester
M15 6BH

Email: accomcomplaints@mmu.ac.uk
Telephone Number: 0161 247 2958
Website: <http://www.mmu.ac.uk/accommodation>

Head of Residential & Conference Services
6th Floor
All Saints Building
Manchester Metropolitan University
Manchester
M15 6BG

Head of Commercial Services
Facilities
Cavendish Building North
Manchester Metropolitan University
Cavendish Street
Manchester
M15 6BG

Complaints Flowchart:

