

Our commitment

At Canterbury Christ Church University we aim to provide you with an excellent service within Accommodation at all times, so we need you to tell us if we have made a mistake. This procedure explains how you can do this, and how we will deal with your complaint.

Contact us

If you have any concerns about the service you have received from us, you should raise them with a member of staff in the Accommodation Office, based in Augustine House.

Accommodation Office: Tel: 01227 782222 or email: accommodation@canterbury.ac.uk at the earliest opportunity. We will always try to resolve your complaint quickly and informally.

If you feel this is not resolved to your satisfaction, then the formal process is set out below.

Stage 1 - make a formal complaint

If you do not believe your complaint has been dealt with correctly, you can ask the Accommodation and Front of House Manager to look into your complaint formally. You can make a complaint in a number of ways:

- by email
- by letter
- by telephone through the contact details above
- **Note:** Quote your full name and student number on all correspondence.

We will investigate your complaint and send you an email response **within 10 working days**. Sometimes we will need another department to provide us with information to investigate your complaint fully (Estates or Security Caretaking, for example). If this is the case, we will let you know if your complaint will take longer than 10 working days to respond to.

Stage 2 - Review my complaint

If you believe your complaint was dealt with incorrectly, you can ask for the complaint outcome to be reviewed.

We will review your complaint and send you an email response **within 10 working days**. Sometimes we will need another department to provide us with information to investigate further (Estates Management, for example). If this is the case, we will

let you know if your complaint will take longer than a further 10 working days to respond to.

Stage 3 - Final review

If you remain dissatisfied that your complaint was dealt with incorrectly, you can ask for the complaint outcome to be reviewed by the Assistant Director of Facilities (Operations).

We will send you an email response **within 10 working days**. Sometimes we will need another department to provide us with information to investigate further (Estates Management, for example). If this is the case, we will let you know if your complaint will take longer than a further 10 working days to respond to.

Canterbury Christ Church University complaints procedure

We hope that your complaint will have been resolved by using our complaints process. If you still believe your complaint has been dealt with incorrectly, the University has a separate complaints procedure for serious complaints or for complaints that remain unresolved.

Complaints about a member of staff

If your complaint is about a member of staff, you can ask to speak to their manager directly. If you make a complaint about a member of staff you must be prepared to make a formal statement and to attend any disciplinary hearing that might result.

Complaints about another student

We may need to refer you to Student Support, Health & Wellbeing, another department or School / Faculty if your complaint is about another student.