

# Residential Services Complaints Procedure

Residential Services is committed to working together to provide a quality experience for all residents. When something goes wrong, we would like to hear from you; this will help us improve our standards.

## What is a complaint?

We are confident that most issues involving our services will be relatively minor, everyday matters which can be resolved informally and immediately with the person(s) directly concerned. Where a problem is not resolved by informal means or is too serious to be dealt with informally, then a formal procedure is available.

We keep a record of all complaints registered with us as this enables us to identify areas of weaknesses so we can put things right and improve the service provided.

All complaints are registered, monitored, and reviewed by the relevant Senior Manager.

## Our aim is to ensure that:

1. Making a complaint is as straight forward as possible.
2. We deal with complaints promptly, politely and in an appropriate manner.
3. We consider a complaint as any clear expression of dissatisfaction with our service, which requires a response.
4. We take all complaints seriously, whether made in person, by telephone or by e-mail.
5. We evaluate complaints and use them to continually improve the service we provide.

## How can I complain?

### Informal complaints

If you are unhappy with any aspect of the service we provide, then you should, in the first instance contact Residences Reception if you live in a hall at Mile End, Charterhouse Square or Whitechapel or the Reception in your building if you live elsewhere.

If you don't feel the issue has been resolved, by the Reception team, then, please email us at: [residentialwelfare@qmul.ac.uk](mailto:residentialwelfare@qmul.ac.uk)

### Building Safety Act 2022

The Building Safety Act 2022 is recent legislation enacted in England and Wales to establish regulations ensuring the safety of higher risk buildings.

Within this, and further legislation, there are specific regulations in place for higher-risk buildings, defined as being at least 18m in height or at least 7 storeys. While not all Queen Mary halls fall into this category, some do. We currently have 3 buildings which do, Dawson Hall, Lindop House, and Pooley House.

At key stages in your accommodation journey, you will be provided with all the information you need to keep yourself and your fellow residents safe. This information includes fire safety information such as evacuating safely and fire prevention and the **Resident Engagement Strategy** which can be found online at:

<https://residentiallife.qmul.ac.uk/hallsliving/buildingsafety>

Should you have any questions, complaints or concerns around building or fire safety, you can email us at:

[residentialfeedback@qmul.ac.uk](mailto:residentialfeedback@qmul.ac.uk)

#### **What should an informal complaint include:**

- Your name, student ID and place of residence.
- A clear and concise explanation of what you have found unsatisfactory and why you feel this is unacceptable.
- Any relevant facts / details regarding the matter, including attachments e.g. photos, if relevant.
- A statement of how you feel the situation could be resolved.

#### **What will happen when I submit an informal complaint?**

- A member of the Residential Services team will communicate with you to acknowledge your complaint at the informal stage and set out our understanding of the issues you are concerned about. We will also let you know the name of the person dealing with your complaint.
- We will keep a record of your complaint and a file of correspondence.
- We will investigate your complaint and a written response will be provided as soon as reasonably possible.

#### **What should I do if I am unhappy with the response to my informal complaint?**

Should you be unhappy with the response to your informal complaint, our response will include information on how to make a formal complaint.

To submit a formal complaint, you will be required to complete a 'Formal Complaint' Form available from the Queen Mary Appeals, Complaints and Conduct Office website and to follow the information provided in this form. Responses to formal complaints usually take 42 days to be provided.

#### **Useful links:**

- Queen Mary Appeals, Complaints and Conduct Office:  
<https://www.qmul.ac.uk/governance-and-legal-services/student-appeals/complaints/>
- Queen Mary Halls Building Safety  
<https://www.qmul.ac.uk/residences/livingwithus/buildingsafety/>  
<https://residentiallife.qmul.ac.uk/hallsliving/buildingsafety>
- Housing Services and Residential Services Contact Information:  
<https://www.qmul.ac.uk/residences/acc-contact-us/>  
<https://residentiallife.qmul.ac.uk/contactus>
- Student Accommodation Code:  
<https://www.thesac.org.uk/>