



UNIVERSITY
OF LONDON
INTERCOLLEGiate
HALLS

Student Complaints Procedure

2026-27



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london.ac.uk/halls

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Previous Version	Review Type	Scale of Change	Level of Approval	New Version
Created 2025	Formal Review	Major Changes	Director	1.0
1.0	Ad Hoc Review / Annual Check	Minor or Typographical Changes	Head of Service / Department Manager	1.1

Why do we have a complaints procedure?

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

- **Allocations:** responsible for managing the allocations and booking of rooms within the Intercollegiate Halls;
- **Residential Life:** responsible for the pastoral support, community building and discipline within the Intercollegiate Halls;
- **Halls Management:** responsible for the facilities management of the Intercollegiate Halls, including maintenance, housekeeping, security and catering;
- **Private Housing and Advice team:** responsible for a range of services to assist and support students looking for, and currently living in, private accommodation.
- **Residential Finance:** responsible for collecting rent payments, setting up payment plans and notifying residents payment reminders
- **Catering and Hospitality:** responsible for the catered provision in our catered residence

We strive at all times to provide you with excellent service. However, we know that even in the most efficient of organisations, things can very occasionally go wrong and services may not be delivered as they should be. This procedure outlines how you can get in touch with us when you have a complaint to make.

What can you complain about?

A complaint is an expression of dissatisfaction with something we have done or failed to do, a decision we have made, or the standard of service provided by us or by a contractor on our behalf.

A complaint submitted under this Procedure will usually be about something that has a direct impact on the student making the complaint.

What is the timeframe for submitting a complaint?

Complaints should be submitted as soon as possible after the event in question, as this facilitates timely investigation and enables the University to take prompt corrective action where necessary.

Complaints must be raised at an **informal resolution process** within 30 calendar days of the event giving rise to the complaint. Complaints submitted beyond this timeframe will normally be deemed to be out of time and will not be considered unless there are compelling reasons supported by evidence to demonstrate why the complaint was not raised within the required timeframes.

Escalation of your complaint

If you wish to escalate your complaint beyond the informal resolution stage, you will need to complete our stage 1 complaints form explaining your reasons for escalation and demonstrating how your case meets the formal complaints escalation criteria. The required form is provided at each stage outlined in the complaints policy and:

- Must be completed in full,
- Must be saved as a PDF,
- Must be submitted via email to residentialservices.complaints@london.ac.uk

Informal resolution stage

If you are dissatisfied with any aspect of the service provided, you should first address the issue informally by speaking directly with a member of the Residential Services team, who will endeavour to resolve the matter promptly. Please address your informal complaint to the most appropriate inbox:

College Hall: info.college@london.ac.uk

Connaught Hall: info.connaught@london.ac.uk

Eleanor Rosa House: info.erh@london.ac.uk

Garden Halls: info.gardens@london.ac.uk

Handel Mansions: info.ih@london.ac.uk

International Hall: info.ih@london.ac.uk

Nutford House: info.nh@london.ac.uk

Allocations team: info.halls@london.ac.uk

Residential Life Team: residential.life@london.ac.uk

Private Housing Team: housing@london.ac.uk

Residential Finance Team: ahd.finance@london.ac.uk

Catering and Hospitality Team: catering.comments@london.ac.uk

Except for complaints related to the personal conduct of Residential Services staff, formal complaints will not be considered unless the informal resolution process has been engaged first, as this step is essential for providing us the opportunity to resolve the issue promptly.

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.

Stage 1: Formal complaints process

Initiating Stage 1: To escalate an informal complaint to Stage 1 of the formal complaints process, you must complete the Stage 1 complaints form. Incomplete forms will not be considered.

Stage 1 Complaint Form

Acknowledgement and Confirmation: Upon submission of a Stage 1 completed form, you will receive confirmation of whether your complaint has been accepted for Stage 1 consideration within 7 calendar days of submission.

Investigation: If your complaint is accepted, an investigation will be conducted by the manager directly responsible for the service in question. This investigation may involve gathering and verifying evidence, consulting with involved parties, and requesting additional information from you.

Resolution Timeline: We aim to resolve a stage 1 formal complaint within 28 days of receipt (this includes the 7 days for submission of the complaint). If additional time is required due to the complexity of the case, or exceptional, we will notify you of a revised timeframe and keep you updated on progress.

Further Steps: If additional information from you is needed to make a decision on the outcome of your stage 1 formal complaint, you will be promptly informed of the necessary next steps to proceed with your complaint.

Outcome: You will receive an email from the manager directly responsible for the service in question, informing you of the outcome, normally within the stated timeframe. The outcome email will set out the reasons for the decision and any actions that will be taken by the University.

Stage 2: Review by the Director of Residential Services or their nominee

The purpose of this stage is to review the process to ensure that appropriate procedures were followed and that the decision made was reasonable.

If you are not satisfied with the outcome of your complaint at Stage 1, you can only escalate the matter to Stage 2 for review on one or more of the following grounds:

- 1** That the procedures set out in Stage 1 were not followed properly.
- 2** New evidence has emerged that could not have been reasonably presented during Stage 1, which might have significantly influenced the decisions previously made by the University.
- 3** The outcome of Stage 1 was manifestly unreasonable. Appellants must demonstrate that, based on the evidence presented, the decision taken by the manager directly responsible for the service in question was clearly unreasonable. This criterion does not apply to instances of mere disagreement with the decision.

Initiating Stage 2: To move a Stage 1 complaint to Stage 2 of the formal complaints process, you must complete the Stage 2 complaint form and email it to us within 10 days of receiving the Stage 1 outcome. Incomplete forms will not be considered.

Stage 2 Complaint Form

Acknowledgement and Confirmation: Upon submission of a Stage 2 completed form, you will receive confirmation of whether your complaint has been accepted for Stage 2 consideration within 7 calendar days of submission.

Investigation: If your review is accepted, an investigation will be conducted by the Director of Residential Services or their nominee. This investigation may involve gathering and verifying evidence, consulting with involved parties, and requesting additional information from you.

Resolution Timeline: We aim to resolve a stage 2 formal complaint within 28 days of receipt. If additional time is required due to the complexity of the case, or exceptional circumstances, we will notify you of a revised timeframe and keep you updated on progress.

Outcome: You will receive an email from the Director of Residential Services or their nominee informing you of the outcome, within 28 days of receipt of your complaint review. The outcome email will set out the reasons for the decision and any actions that will be taken by the University.

Stage 3: Review stage

The purpose of this stage is to review the process to ensure that appropriate procedures were followed and that the decision made was reasonable.

If you are not satisfied with the outcome of your complaint at Stage 2, you can only escalate the matter to Stage 3 for review on one or more of the following grounds:

- 1** That the procedures set out in Stages 1 and 2 were not followed properly.
- 2** New evidence has emerged that could not have been reasonably presented during Stages 1 and 2, which might have significantly influenced the decisions previously made by the University.
- 3** The outcome of Stages 1 and 2 was manifestly unreasonable. Appellants must demonstrate that, based on the evidence presented, the decision taken by the managers directly responsible for the service in question was clearly unreasonable. This criterion does not apply to instances of mere disagreement with the decision.

Initiating Stage 3: To move a Stage 2 complaint to Stage 3 of the formal complaints process, you must complete the Stage 3 complaint form and email it to us within 10 days of receiving the Stage 2 outcome. Incomplete forms will not be considered.

Stage 3 Complaint Form

Acknowledgement and Confirmation: Upon submission of a Stage 3 completed form, you will receive confirmation of whether your complaint has been accepted for Stage 3 consideration within 7 calendar days of submission.

Investigation: If your review is accepted, an investigation will be conducted by the Director of Compliance or any appropriately experienced internal or external person that they deem fit. This investigation may involve gathering and verifying evidence, consulting with involved parties, and requesting additional information from you.

Resolution Timeline: We aim to resolve a stage 3 formal complaint within 28 days of receipt. If additional time is required due to the complexity of the case, or exceptional circumstances, we will notify you of a revised timeframe and keep you updated on progress.

Outcome: You will receive an email from the Director of Compliance or any appropriately experienced internal or external person that they deem fit informing you of the outcome, within 28 days of receipt of your complaint review. The outcome email will set out the reasons for the decision and any actions that will be taken by the University.

Completion of complaints procedure

The procedure detailed above completes the University's consideration of a student's complaint relating to Residential Services.

If you are directly registered for study with the University of London and not one of its Federation members, please check with A&C@london.ac.uk

Disciplinary Action

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.

Public interest disclosure

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.

Accessibility

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

Please contact us via:

Email: residentialservices.complaints@london.ac.uk

or call 0207 862 8881

