

Campus Services (Accommodation Office) Complaints Procedure

Your opinion matters

We'd love to hear your thoughts about our services, whether they're positive or negative.

Why should you share your opinion with us?

We value your feedback as it helps us ensure that our services always align with our customers' needs. If you have any ideas or suggestions that could help us improve, we encourage you to share them with us. Our goal is to promptly investigate and address any issues and prevent recurrence.

Although we may not always be able to make changes exactly as you wish, we will provide you with an explanation. We are committed to handling complaints professionally and courteously, and we will respond promptly.

Who can make a complaint?

- Current students
- Residents and former residents
- Parents/guardians of students, with written permission from the student (to be provided when making the complaint)
- Visitors attending conferences or from outside the University
- Neighbours of University of Kent students living off-campus in rented accommodation

The complaints procedure cannot be used in the following circumstances:

- When matters are already before the courts
- When police action is pending, or a criminal charge has been laid
- Generally, a complaint will not be considered if submitted more than three months after the substantive event(s) complained about.
- When an issue has not been reported on the Home at Halls app.

Complaints process

1. Speak with one of our staff members, who will make every effort to address and resolve your concerns promptly.
2. **Early Resolution** If you are dissatisfied with the response you receive, please email your complaint to accomm@kent.ac.uk. Your complaint will be dealt with at an **Early resolution** stage by a relevant member of the team, who will investigate and respond to you directly.

Your complaint should contain a clear statement of your concerns, including any supporting documentation and how you feel your complaint might be resolved.

We aim to respond to your complaint within 14 days of receipt. However, in complex cases, this may take longer. We will keep you notified of progress and inform you of the reasons for any delay.

If you are not satisfied with the response, you can request our response to be **reviewed by the Head of Customer Services** or their representative. Their response will conclude the Early Resolution stage of your complaint.

3. Formal Complaint If your complaint cannot be resolved through Early Resolution, you may submit a formal complaint by contacting the Appeals, Conduct and Complaints Office at acco@kent.ac.uk. Further information about their services can be found at <https://www.kent.ac.uk/student-services/studentconduct-complaints-office>

After going through the University's internal complaints procedure (which consists of the three steps above **Early Resolution – Formal Complaint – Review**) and receiving a 'Completion of Procedures Letter', students in certain cases may escalate their complaint to the Office of the Independent Adjudicator for Higher Education (OIA). The OIA is an independent body that reviews complaints about Higher Education Institutions in England and Wales. It offers this service free of charge to students.

If you have a complaint specifically about the Student Accommodation Manager, please reach out to the Head of Accommodation, Sport and Active Wellbeing.

How we handle complaints and the compensation process:

We understand that dealing with complaints and the compensation process can be challenging. Our university accommodation service is committed to making things right whenever possible, and we may offer alternative accommodation when necessary.

The University will consider all cases on an individual basis and where the University considers it has not acted in a reasonable manner either to offer alternative accommodation or to remedy service failures and/or provide sufficient maintenance, the University will offer an appropriate apology.

We want to emphasise that monetary compensation is only provided in exceptional circumstances. We also recognise that any compensation offered is typically a modest amount, so students need to have realistic expectations. However, we do take student concerns seriously, and in cases of proven financial loss, negligence, or significant inconvenience, we are committed to providing higher levels of compensation.

If a maintenance issue is not resolved within the advertised attendance time, we encourage students to reach out to the Accommodation Office so that we can expedite the process and, if appropriate, offer a room change. We want to empower students to take a proactive approach to managing the impact of any potentially prolonged service outages.

How we calculate compensation:

Students may be eligible for compensation based on a defect within their accommodation. This is at the discretion of the University Accommodation Manager. To be eligible for compensation, all the following criteria must be met:

- The defect has been reported on Home at Halls by the student, and
- Following the reporting of the defect, the advertised attendance time has passed without attendance or contact, and
- The student has brought the defect to the attention of the Accommodation Team, who have not been able to mitigate the impact of the defect

When compensation is paid out, the rate of payment will be 10% of the recorded nightly rate multiplied by either:

- the number of days taken to either fix the defect (this will be calculated from the first day past the response time), or
- by the number of days until an offer of an alternative measure has been made, if the defect cannot be fixed (for example, a room move), whichever is the shorter time span

The level of compensation is calculated from the date the defect was reported via the Home at Halls app until it is resolved, or a room move is offered. If the same defect recurs, this will have to be reported again via the Home at Halls app.

If we are waiting for spare parts or external contractors to complete the repairs, or if students have been offered alternative accommodation which has been rejected, no compensation will be offered.

If students are unable to use the kitchens in self-catered accommodation, they may be offered a replacement Flex Meal package on their Time2Eat account, which can be used to purchase meals in participating catering outlets on campus.

In situations where certain issues cannot be addressed while the student remains in their current accommodation, it may be necessary for students to relocate to alternative housing at short notice. In recognition of any inconvenience caused, students may receive a goodwill payment of £50 at the discretion of the Accommodation Manager. If the temporary accommodation is priced differently from their permanent room, the student would be charged the lower rate until they can move back to their original room or relocate to a room at a similar price point.

If a student needs to make an insurance claim as a result of a defective piece of equipment, such as food loss due to a faulty fridge/freezer, they may be eligible to receive the insurance excess if their claim is approved.

How we can support you if accommodation is not ready for occupation:

If the accommodation a student has contracted to occupy is not ready for occupation at the start of the contract period, we will either provide suitable alternative accommodation or agree a later start date with the student.

If this occurs, we will notify the affected student(s) in writing as soon as we become aware that the accommodation will not be ready for occupation.

If, four weeks after the contract start date:

- a student is still being housed in temporary alternative accommodation; or
- a student continues to postpone their arrival because the reserved accommodation, or a reasonable permanent alternative, is not available for occupation,

the student will be given the option to cancel their accommodation agreement. The student will be provided with a seven-day period in which to consider their options (no changes will be made to the agreement during that consideration period).

The following provisions will also apply:

- If a student postpones their arrival due to us notifying them their accommodation is not ready for occupation, rent will not be payable until the accommodation is fit for occupation.
- If a student occupies alternative accommodation, the rent payable will be no higher than the rent for the original accommodation.
- Where we arrange alternative accommodation (whether temporary or permanent) with a third-party provider and the student is required to enter into a contract with that provider, we will:
 - clearly explain the arrangement;
 - release the student from their existing contract when they enter into the new contract; and
 - ensure that the rent payable for the alternative accommodation is no higher than the rent originally agreed with us.

If the original room included a meal package valued at £15 per day (term-time only) and the substitute room does not include this provision, we will provide an equivalent meal package in the alternative accommodation at no additional cost to the student.

Where a student transfers from temporary alternative accommodation to their original booked accommodation, or to a longer-term alternative, we will either provide an appropriate service to move the student's belongings or pay for, or reimburse, the student's reasonable removal costs.

If a student incurs any other reasonable additional out-of-pocket expenses as a result of being housed in alternative accommodation (for example, **higher travel costs** than would have been incurred had the building been ready on time), we will reimburse those expenses.

Complaints from students:

Here is the document 'Complaints Procedures for Students' provided by the University of Kent. It mainly deals with academic complaints but also covers complaints students may have with professional services, including those provided by Campus Services.

<https://media.www.kent.ac.uk/se/41164/StudentComplaintsProcedureJanuary2024.pdf>

The University proudly upholds the Universities UK Code of Practice for Student Accommodation. For more details, please visit <http://www.thesac.org.uk/>.