

## **RESIDENTIAL & BUSINESS SERVICES**

### **Complaints Procedure for Students in Residence**

Residential & Business Services at the University of St. Andrews welcomes constructive comment from students for the improvement of services. Students are invited to make suggestions through the "Suggestion Box" or to talk to the Manager in charge of the particular service concerned.

If a student experiences a problem with services or any other matter, the student should try to resolve the matter informally in the first instance. Dissatisfaction often arises from misunderstanding, which is why the best starting point is with the person whose actions are the cause of dissatisfaction or the appropriate manager. If you explain the nature of the problem to someone who knows the situation, then that person can often provide an immediate explanation or solution. Alternatively the duty manager can be contacted or the manager of the office responsible for providing the service or the implementing the policy.

If a student has followed the guidelines described in the above paragraph and receives no satisfactory explanation or encounters undue delay, the student should proceed as follows:

- complaints received regarding the Deputy Warden, Resident Assistant or Subwardens should be directed to the Warden
- complaints regarding the Warden, should be directed to the Warden Manager
- complaints regarding services, facilities or the conduct of residential staff should be directed to the Residence Manager
- complaints regarding the Residence Manager should be directed to the Deputy Director of Residential & Business Services, Old Union Building
- complaints regarding Student Accommodation Services should be directed to the Director of Residential & Business Services, Old Union Building

If students have a matter concerning them, which they wish to discuss before lodging a complaint, then they may talk to a member of Wardenial or RA team, Senior Student of the Residence, Student Support Services or Head of Student Accommodation Services.

Complaints should be made in writing or by email and will be dealt with quickly and complainants kept informed of progress if the investigation is prolonged. Complaints will be acknowledged within 72 hours of them being lodged and a response given within 10 days. It is not feasible to promise a conclusion within 10 days, however the complainant will be advised of the actions being taken.

Members of staff are under an obligation not to allow a complaint made by a student to have any bearing on the way that the student is treated or assessed or affect any future application for accommodation.

Students are expected to refrain from personalising complaints or presenting them in a rude or unacceptable manner, which is the same standard of behaviour required from staff.

Residential & Business Services  
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