

Residential Services and Support

Complaints Form

The completion and submission of this form initiates the formal complaints procedure. You should only complete this form if **(a)** you are unhappy with the treatment you have received or **(b)** you believe the college has not fulfilled the terms of your tenancy agreement and/or the residences handbook. If you would like help or advice regarding your complaint please contact the Residential Support Advisors on residential-support@qmul.ac.uk, or in person at Residences Reception.

About you: (in the case of a group complaint, please attach details of all complainants on a separate sheet)

Full Name:		Student I.D.:	
Email address:			
Contact number:			

About your complaint:

(a) Please include as much information as you require to explain and support your complaint. Be specific about dates, times, names, location and include any supporting documents with this form.)



(b) Please explain what steps you have taken to resolve your complaint informally and attach copies of any relevant correspondence.

(c) Please explain why you are not satisfied with the response you have received at the informal stage.

Resolution:

Please indicate, without prejudice, what outcome or further action you want in resolution of your complaint.

Declaration:

I declare that the information detailed in this complaint is accurate and is a true reflection of events.

Signed:

Date:



Notes:

- 1) If your complaint relates to the service or treatment you have received from an office or department outside of the Residential Sector, please refer to the University Complaints procedure available at: www.arcs.qmul.ac.uk/policy_zone/academic/. This document is the student complaints policy pdf.
- 2) In order to investigate your complaint fully, any member of staff mentioned in the complaint, or who is responsible for a service that you have complained about, will be made aware of the issues you have raised and will be given an opportunity to comment on them.
- 3) Queen Mary University of London owned and managed residences comply with their regulations set by Universities UK (UUK) codes of practice. For more information regarding the UUK code of standards for university halls of residence (covering England and Wales only) visit: www.universitiesuk.ac.uk/acop, www.nusonline.co.uk/info/housing, or www.uukcode.info.

Please return your completed form to Residences Reception in an envelope marked for the attention of Residential Support, either in person, or by post (Residences Reception, France House, Queen Mary University of London, Mile End Road, London E1 4QA)