

## ACCOMMODATION SERVICES: STAGE 1 COMPLAINT FORM

### PLEASE READ THE INFORMATION BELOW BEFORE COMPLETING THIS FORM

The completion and submission of this form initiates the University Complaints procedure at Stage 1. This is the appropriate stage when the matter is straightforward and it is envisaged that quick resolution can be achieved.

Stage 1 complaints may be raised in person, by telephone or in writing/electronically. We aim to resolve complaints as quickly as possible. Therefore, before completing the form please consider meeting with the member of staff with whom you are raising this complaint to see if a quick resolution can be made.

Should the complainant not be satisfied with the initial response received from the member of staff with whom the complaint is being raised, this form should be completed and submitted by email to the Head of Accommodation Services, at the address below. Completion of this form will help complainants to state their case clearly and will assist the University in ensuring that all factors are understood and taken into account. Please also submit any relevant supporting documentation, such as emails or photographs.

Complainants are advised to read the University Complaints Procedure – a guide for students [https://www.strath.ac.uk/media/ps/strategyandpolicy/FINAL\\_GuideForStudents.pdf.pagespeed.ce.FizAr50Lbw.pdf](https://www.strath.ac.uk/media/ps/strategyandpolicy/FINAL_GuideForStudents.pdf.pagespeed.ce.FizAr50Lbw.pdf) before submitting this form.

We aim to respond at stage 1 within 5 working days or less, unless there are exceptional circumstances. If, at any stage, we judge that the issue raised warrant more detailed consideration, we may decide to investigate your complaint under our Stage 2 procedure, in which case we aim to respond within 20 working days.

### PART 1: PERSONAL DETAILS

<b>Name:</b>			
<b>Residence Flat and Room Number:</b>			
<b>Mobile telephone no:</b>		<b>Alternative telephone no: (if preferred for contact)</b>	
<b>Email address:</b>			

If you are a student of The University of Strathclyde, please also provide the following:

<b>Registration number:</b>	
<b>Programme of study:</b>	
<b>Faculty:</b>	
<b>Year of study:</b>	

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### PART 2: SUBSTANCE OF COMPLAINT

#### Complaint Details

Please set out the main reasons for raising this complaint. You should make sure that you include all information that is relevant.

**It should be noted that the Scottish Public Service Ombudsman has set a time limit of six months for a complaint to be raised with an Institution, starting from the point at which the complainant first became aware of the issue, unless there are special circumstances for requesting an extension beyond this time limit.**

I confirm that this complaint is being lodged within the six month deadline as set by the Scottish Public Service Ombudsman (please tick)

If not, please give a reason for the delay below:

#### Provide Details of Supporting Documentation Submitted with the Complaint

Any supporting documentation should be submitted in English or with a certified translation.

Use the box below to list any supporting documentation you are submitting as part of your complaint. Please note that additional documentation may be requested by the University to assist with consideration of the complaint and that the complaint cannot be considered until the information requested has been provided.

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### Outcome of Your Complaint

Please outline below what you would like to happen as a result of the complaint you are raising with the University.

### PART 3: DECLARATION

I confirm that I am (please tick relevant box below):

The complainant

An individual acting on behalf of the complainant with respect to the complaint

Relationship with the complainant:

(Please also note that the University must have received written authorisation from the complainant that you may act on their behalf in this matter)

A member of staff recording details of the complaint

Job Title and Section:

The information given in this form and any additional documentation provided is confirmed by the complainant as being true, accurate and correct. The complainant also confirms that they understand that their personal data may be processed by such University staff as may be necessary for the purpose of consideration of the complaint (please tick)

Supporting documentation has been included (where relevant) (please tick)

The complainant is fully aware of the University [Complaints Handling Procedure](#) (please tick)

#### Signature of Individual completing the form

(If you are unable to submit an electronic image of your signature, please type your name. The University will consider the receipt of this form electronically, direct from you, as being equivalent to a signature)

**Name in full:**

**Signature of complainant (if different)**

**Date:**

The completed form and all relevant supporting evidence should be submitted to the Head of Accommodation Services by email to [student.accommodation@strath.ac.uk](mailto:student.accommodation@strath.ac.uk)

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### PART 4:

#### FOR COMPLETION BY MEMBER OF STAFF DEALING WITH COMPLAINT FOLLOWING RESOLUTION

<b>Action Taken:</b>	
<b>Outcome:</b>	
<b>How outcome was communicated to complainant:</b>	
<b>Date Completed (Stage 1 closed):</b>	
<b>Underlying cause of complaint:</b>	
<b>Remedial action taken:</b>	
<b>Signature of member of staff:</b>	
<b>Name (printed):</b>	
<b>Section/Campus:</b>	
<b>Date:</b>	