# ACCOMMODATION COMPLAINTS PROCEDURE (short guide)

If something isn't right with your accommodation, we want to help. Lincoln College follows the UUK Student Accommodation Code, which means your room should be safe, comfortable, and well maintained. If you feel standards aren't being met—or you have *any* accommodation issue—here's what to do.

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**1. Talk to the Accommodation Team first**

Most problems can be fixed quickly by contacting the Accommodation Team.

You can reach them by:

- Visiting the office (bottom of Staircase 2)
  Open: Monday–Friday, 9am–3pm
- Booking a video call
  Email or message Annaliese Arthur on Teams to set up an appointment.
- Emailing: accommodation@lincoln.ac.uk

They will listen, look into the issue, and try to sort it out as soon as possible.

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**2. If the issue isn't resolved – escalate it**

If you've already spoken to the Accommodation Team and the problem still isn't sorted, you can escalate your complaint.

- If the Team was your first contact → escalate to **Annaliese Arthur** (Accommodation Services Manager)
- If Annaliese was your first contact → escalate to **Michele McCartney** (Domestic Operations Manager)

When you escalate, include:

- What the problem is
- What's already been done to try to fix it
- Any evidence (photos, dates, emails, etc.)

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### 3. If your complaint concerns the Student Accommodation Code

If you believe the College has not met a specific part of the Student Accommodation Code, please mention the exact clause you think has been breached.
This helps the College review your complaint properly and respond more quickly.

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### 4. Other useful documents

You may also want to look at:

- Accommodation complaints procedure (full version)
- Lincoln College Student Complaints Policy
- Student Accommodation Code – Step-by-Step Complaints Guide

These explain the process in more detail, including what happens if you want to make a formal complaint.

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### 5. Your information is confidential

Any complaint you make will be handled sensitively. Only staff who need to know in order to help you will see your information.

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### 6. Need help or have questions?

You can always contact the Accommodation Team at:

accommodation@lincoln.ac.uk
Staircase 2, Lincoln College