# ACCOMMODATION COMPLAINTS PROCEDURE

## 1. Introduction

Lincoln College is a member of the Universities UK (UUK) **Accommodation Code of Practice**. The Code protects your right to safe, good-quality accommodation and clearly outlines the standards you can expect from your university or college residence, as well as your responsibilities as a tenant.

Lincoln College is committed to ensuring that all residents have access to a clear and fair process for raising concerns about their accommodation. This policy sets out the procedure to follow if you believe that your accommodation does not meet the standards set out in the Student Accommodation Code or if you have any other accommodation-related concern.

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## 2. Purpose of the Procedure

This procedure aims to:

- Provide students with a transparent and accessible method for raising accommodation concerns.
- Ensure timely, fair, and consistent handling of all accommodation-related complaints.
- Enable issues to be resolved at the earliest possible stage.
- Support the continuous improvement of accommodation services at Lincoln College.

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## 3. Scope

This policy applies to all Lincoln College students living in College-managed accommodation. It covers:

- Concerns relating to the standards outlined in the Student Accommodation Code.
- Any other issue or dissatisfaction relating to College accommodation, services, or facilities.

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## 4. Stage 1: Raising an Issue with the Accommodation Team

Students who experience a problem or have a concern regarding their accommodation should raise the issue with the Accommodation Team as the first point of contact. Most issues can be resolved quickly and informally at this stage.

You may contact the Accommodation Team in any of the following ways:

- **In person:** Visit the Accommodation Office located at the bottom of Staircase 2, between **9:00am and 3:00pm, Monday–Friday**.
- **Video call:** Email or send a Microsoft Teams message to **Annaliese Arthur** to arrange an appointment.
- **Email:** Write to **accommodation@lincoln.ac.uk**.

The Accommodation Team will acknowledge your concern, gather any necessary information, and work with you to resolve the issue promptly.

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**5. Stage 2: Escalation**

If your concern cannot be resolved at Stage 1, or if you remain dissatisfied with the response, you may escalate your complaint.

- If your initial contact was with the Accommodation Team, you should escalate your complaint to **Annaliese Arthur, Accommodation Services Manager**.
- If Annaliese Arthur was your initial point of contact, you should escalate the complaint to **Michele McCartney, Domestic Operations Manager**.

When escalating a complaint, please provide:

- A clear description of the issue.
- Details of the steps already taken to resolve the matter.
- Any supporting evidence (e.g., photographs, correspondence, or dates of incidents).

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**6. Complaints Under the Student Accommodation Code**

If your complaint concerns a breach of the UUK Student Accommodation Code, you must **cite the specific clause(s)** you believe have been breached. This ensures that the matter is considered appropriately and assessed against the relevant standards.

Information about the Code is available to all students, and staff can direct you to the relevant sections if needed.

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**7. Related Policies and Guidance**

Students should also refer to the following documents, which provide further detail on formal complaints and accommodation standards:

- **Lincoln College Student Complaints Policy**
- **Student Accommodation Code: Student Accommodation Complaints – Step-by-Step Guide**

These documents outline additional procedures, timeframes, and rights available to students.

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**8. Confidentiality and Data Protection**

All complaints will be handled sensitively and in accordance with data protection legislation. Information will only be shared with staff members who require it in order to investigate or respond to the complaint.

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**9. Monitoring and Review**

Lincoln College regularly reviews complaints and outcomes to ensure that services are continually improved and that the College remains compliant with the Student Accommodation Code.

This policy will be reviewed annually or sooner if required by legislative or procedural changes.

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**10. Contact Information**

For further information or to raise a concern, please contact:
**Accommodation Office**
Lincoln College, Staircase 2
Email: **accommodation@lincoln.ox.ac.uk**