



## Resident Queries and Complaints Procedure

### Introduction

As an operational unit within the University, UCD Residences expects and welcomes general queries and clarifications on service delivery. The majority of these queries are dealt with and managed face to face through our customer services desk and are not considered or recorded as complaints.

In order to ensure transparency and easy access to a service query UCD Residences has developed a number of Query Management and Appeal Forms to deal with regular queries received. These forms relate to regular queries received on key aspects of our operations where we deem it is essential to provide a dedicated and clear appeal option for a student customer. Where it is identified that an initial query relates to one of these areas the resident will be requested to complete a form. The forms can be downloaded from the website and include

- Booking Deposit Appeal Form
- Deposit Deductions Appeal Form
- Fee/Charge/Fine Appeal form
- Category 2 Disciplinary Appeal Form
- Category 3 Disciplinary Appeal Form

UCD Residences aims to answer and resolve the majority of customer queries at initial point of contact, or where relevant, through one of the Query Management and Appeal Forms. Where circumstances require, the Residences team may request a meeting to better understand the query, with the aim to resolve it locally. To ensure consistency and transparency in handling these meetings UCD Residences staff applies the following principles:

Ensure each query or complaint is dealt with and responded to in a timely fashion;

Ensure each query or complaint is fully investigated;

To provide a clear framework for the resident to follow;

To provide a clear framework for staff whilst dealing with complaints.



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## Residential Services

### **Local Complaint Residential Services Resolution Procedures**

- Once notified of a complaint from a resident a member of the residential services team (RST) will contact the resident and arrange a meeting to discuss the complaint further. This should occur ideally within 48 hours but at most within 1 week of the complaint.
- RST meet with the complainant to discuss the details and possible resolutions. This will be documented on the Residences Complaint Control Sheet.
- RST informally investigate the details of the query / complaint as outlined by the complainant and revert to complainant if further queries. Complaint and investigation discussed with Manager of Residential Services.
- RST notify complainant of outcome of investigation. This can be via email or if necessary RST meet complainant again to discuss outcome of the investigation and possible resolutions.

### **Local Complaint Estate Services Resolution Procedures**

UCD Residences understands that a student customer may not be content or agree with a decision relating to their stay in Residences. Whilst the majority of customers accept and understand the decisions made, UCD Residences recognises that a resident may wish to take a query further or make a formal complaint. UCD Residences, as part of Estate Services, endeavours to facilitate and resolve these complaints locally. In order to ensure a transparent independent system a formal local complaint form can be submitted to, and will be managed independently of the Residences, by the appointed Manager in Estate Services.

- If a resident is not satisfied following the local Residential Services process, a formal local complaint form should be completed and submitted within 2 weeks of the outcome.
- Formal complaint review will then be undertaken by Estate Services. The form and procedures for this process can be downloaded from the residences website.

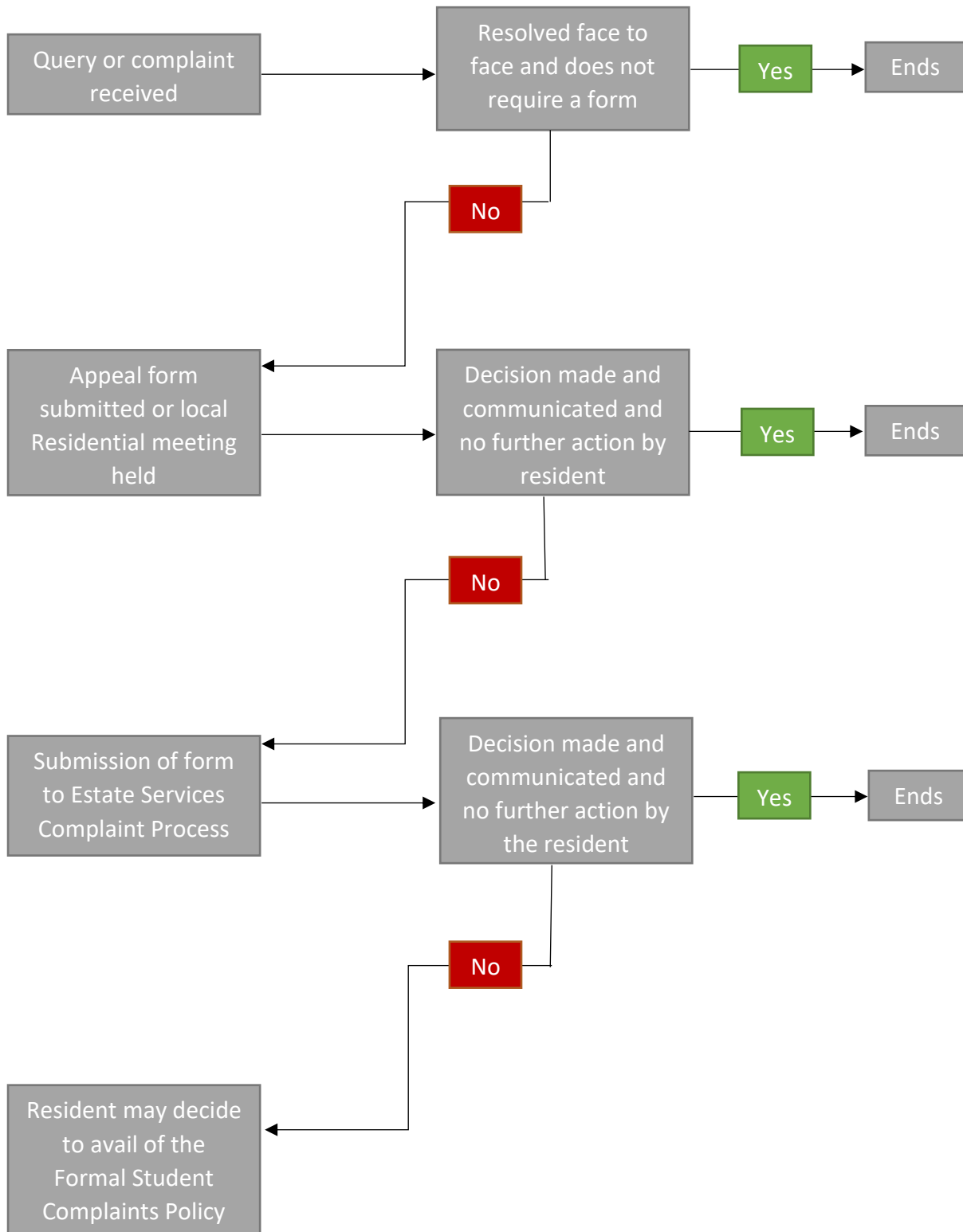


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## Residential Services

### Query and Complaint Procedure





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Residential Services

**UCD Residential Services Query/Complaint Form**

**1. Personal Details**

<b>First Name</b>	
<b>Surname</b>	
<b>Address</b>	
<b>Email</b>	
<b>Telephone</b>	
<b>Programme of Study</b>	
<b>Student Number</b>	

**2. Your Query/Complaint**

A. Please provide a summary of your query/complaint below (300 words max.)



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## Residential Services

- B. Please provide a brief explanation of the issue(s) you consider to be unresolved and how would you like your query/complaint to be resolved.

- C. Please provide information on actions you have taken to pursue the query/complaint to date, including all communication with UCD Residences.

### 3. Supporting Documentation

Do you wish to submit any supporting documentation for consideration?    Yes / No

If "Yes", please tick here to indicate that what you have submitted is complete   

Signature: \_\_\_\_\_

Date: \_\_\_\_\_