

Allocation Appeals Policy 2021/22

We are unable to guarantee an offer of your first preference of accommodation. Due to demand some options receive more applications than there are spaces available. If allocation to your first preference is unsuccessful you will be offered the first available preference on your application.

In cases where applicants have a disability or health need which may make living at particular sites, or in certain room types difficult, we do our best to allocate in consideration of the requirements provided to us in the Notes section of the application and any supporting medical evidence submitted. However, if accommodation options are fully booked or we are not informed of requirements prior to allocation, we will allocate in accordance with our Application and Allocation Policy.

If you want to appeal your offer of accommodation, please read the following information:

Submitting an appeal

Please submit an appeal prior to the deadline date of your accommodation offer by emailing accommodation@fxplus.ac.uk detailing the grounds on which you would like to appeal. Please ensure this is supported with appropriate evidence, for example a letter from your GP or other supporting body.

We are unable to accept appeals based solely on the outcome of the ballot. This allocation is generated by our online booking system, Room Service, and we are unable to offer an alternative offer of accommodation.

Appeal decisions

We review all appeals with Student Services in order to ensure we fully understand a student's circumstances. This can include members of the Accessibility, Living Support and Wellbeing teams.

Appeal outcomes

Students who are successful in their appeal will be placed on a priority waiting list. Within this list successful appeals will be prioritised depending on the grounds and evidence produced in the appeal, and offers and allocations will be made in this order.

Please note that while there is the possibility of a room becoming available prior to arrivals, it is not guaranteed that successful appeals will result in being accommodated at their requested location or room type. In the meantime, students should accept their original offer of accommodation to secure accommodation.

Complaints procedure

Any student who is unsatisfied with the outcome of their appeal can request a copy of the complaints procedure by emailing accommodation@fxplus.ac.uk.