# Falmouth Exeter Plus (FX Plus) Residences and Facilities Complaints Procedure 2023

FX Plus have a responsibility to our students, service users, staff, and guests to establish a clear and formalised complaints procedure, thereby creating opportunities for us to enhance and improve our services. We treat all complaints with utmost seriousness and strive to resolve any issues promptly and fairly.

There may arise situations where your complaint falls outside the jurisdiction of FX Plus and would be more appropriately addressed through the complaints procedures of Falmouth University, the SU, or The University of Exeter. These respective procedures can be found on their individual websites. In such cases, we will duly notify you and coordinate with the relevant body to ensure that your complaint is directed to the appropriate contact within those organizations, thereby enabling them to respond accordingly.

**Making a Complaint:**

**Stage 1: Informal Complaint**

In the initial phase, we encourage complainants to attempt resolving any issues through informal means. Informal complaints can be made in person, over the phone, or via email. Whenever possible, the member of staff who first becomes aware of the complaint should address it immediately. However, if it is more suitable for another staff member to handle the complaint, the informal complaint may be forwarded accordingly. We strive to respond to all informal complaints within 5 working days; however, this timeframe may be extended due to any necessary informal investigations and inquiries that the staff member must conduct. **If the issue remains unresolved, the next step is to proceed with a formal complaint.**

**Stage 2: Formal Complaint**

If the complainant is dissatisfied with the informal resolution, they can request to escalate to a formal complaint by submitting the formal complaint form via email. Once a request for a formal complaint is received, the procedure and accompanying form will be sent to the complainant. This request must be made in writing by completing the complaint form provided in the annex of this document and emailing it to the relevant Head of Services as shown below.

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| **Service** | **Head of Service** | **Email Address** |
| Accommodation Services & Halls | Tony Eyles | Tony.Eyles@fxplus.ac.uk |
| Campus Support and Safety | Natalie Brown | Natalie.Brown@fxplus.ac.uk |
| Sports/ Nursery | Simon Court | S[imon.Court@fxplus.ac.uk](mailto:simon.court@fxplus.ac.uk) |
| Grounds/ Cleaning/ Caretaking | Casey Thomas | [Casey.Thomas@fxplus.ac.uk](mailto:Casey.Thomas@fxplus.ac.uk) |
| Sustainability | Oliver Milliner | [Oliver.Milliner@fxplus.ac.uk](mailto:Oliver.Milliner@fxplus.ac.uk) |

Formal complaints will be investigated and responded to by the relevant Head of Service. If the Head of Service is unavailable (i.e. if post is currently vacant, or the occupier is on annual leave), appropriate delegation will be made. If the complaint encompasses multiple service areas, relevant Heads of Service will jointly consider the complaint and determine who is best suited to respond.

An email acknowledging the receipt of the complaint will be sent within 3 working days of FX Plus receiving a completed complaint form. A formal complaint will be logged for record-keeping purposes. The acknowledgement email may also include requests for additional information that will help aid the investigation.

The relevant Head of Service will provide a written response to the formal complaint within 10 working days of receiving the complaint form. This is to ensure that a thorough and fair investigation has been undertaken. In rare cases, a complaint may take longer to investigate, in which case the complainant will receive an update within 10 working days of receiving the complaint form, including a clear communication as to when to expect a formal response.

In compliance with equality law, we will consider implementing reasonable adjustments, if necessary, to enable complainants to access and complete this complaints procedure. For example, this may involve providing information in alternative formats, assisting complainants in submitting a formal complaint, or conducting meetings in accessible locations. Any specific requirements should be communicated at the time of making the complaint.

**Stage 3: Appeal**

If the complainant is not satisfied with the formal response that they receive from the Head of Service, they may appeal to the Director of Residences and Facilities, Oliver Lane, at [oliver.lane@fxplus.ac.uk](mailto:oliver.lane@fxplus.ac.uk). In rare circumstances, such as annual leave, the appeal may be delegated to another director within the FX Plus Senior Executive Team.

Stage 3 complaints will only be considered if stage one and two have been completed by the complainant. The director will then investigate the original complaint, the investigation and the outcome. To ensure transparency and accountability of the appeal, the Director can opt to ask another director within the FX Plus Senior Executive Team to aid in the appeal process.

An email acknowledging the receipt of the appeal will be sent to the complainant within 3 working days of FX Plus receiving the appeal request. The appeal will be logged for record-keeping purposes. The acknowledgement email may also include requests for additional information that will help aid the investigation.

The director or relevant delegate will provide a formal response to the appeal within 15 working days (in order to provide sufficient time to investigate the complaint and the formal investigation/ response).

In rare cases, an appeal may take longer to investigate, in which case the complainant will receive an update within 15 working days of receiving the appeal, including a clear communication as to when to expect a formal response.

*UK Code of Practice - Falmouth Exeter Plus has signed the Universities’ UK Code of Practice and has achieved compliance with this code, which promotes best practice over a range of management activities in student residences. The full code can be viewed at* [*www.universitiesuk.ac.uk/acop*](http://www.universitiesuk.ac.uk/acop)

**FORMAL COMPLAINT FORM**

*This form must be completed and submitted to ensure that your complaint is logged as a formal complaint on our system. Please email this form to the relevant Head of Service outlines in the procedure above.*

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| Your name |  |
| Your contact details including current address, email address and telephone number |  |
| Please provide details of your compliant here, including details of how this was raised at an informal stage |  |
| What outcome are you hoping for in making the complaint? What actions do you feel might help resolve the problem at this stage? |  |
| Are you attaching paperwork or photographs? If so, please provide detail. |  |