

## Accommodation Complaints Procedure

This complaints procedure is intended to ensure a fair and consistent approach to the way in which Falmouth Exeter Plus deals with complaints for Glasney Village and Packsaddle accommodation. We have a responsibility to our students, service users, staff and guests to provide a clear complaints procedure as well as offer the opportunity for us to develop and improve our services.

Most complaints should be addressed at the Informal stage and, wherever possible, be dealt within 10 working days by the member of staff made aware of the issue.

Complaints should only proceed to a formal complaint where a mutually agreed resolution cannot be achieved.

### Formal Complaints

If you are dissatisfied with the resolution or cannot be resolved informally, then you can lodge a formal complaint.

#### Stage 1

Please send your email to [FXP\\_AC@Fxplus.ac.uk](mailto:FXP_AC@Fxplus.ac.uk) for the attention of the most appropriate person from the list below by email outlining the nature of your complaint, including as much detail as possible including where the issue has been raised at an informal level and what type of outcome is hoped for.

You will receive a response within 10 working days.

Accommodation Office Manager

Elliott Somerfield

Accommodation Office – Responsible for Contractual and administrative arrangements of Accommodation, Payments, allocations

Head of Campus and Residential Support

Natalie Brown

Accommodation Services – Responsible for Physical aspects of the Accommodation, including housekeeping, Glasney Lodge services etc

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If complaint is not resolved to your satisfaction, then proceed to stage 2 and mark as **'Level 2 Complaint'**

**Stage 2**

Please send your email to [FXP\\_AC@Fxplus.ac.uk](mailto:FXP_AC@Fxplus.ac.uk) for the attention of Oliver Lane - Director of Campus Services with the nature of your complaint, including as much detail as possible.

If you have a desired outcome, please include that information.

You will receive a response within 10 working days.

If you are not satisfied with the resolution at Stage 2 then you are able to escalate to stage 3 and mark as **'Level 3 Complaint'**

**Stage 3**

Please send your email to [FXP\\_AC@Fxplus.ac.uk](mailto:FXP_AC@Fxplus.ac.uk) for the attention of Stuart Gaslonde - Executive Director of FX Plus with the nature of your complaint, including as much detail as possible.

If you have a desired outcome, please include that information.

You will receive a response within 10 working days.

The Outcome is final.

**Notes:**

In rare circumstances, such as annual leave, your complaint may be delegated to another Senior Manager within the FX Plus.

If your complaint is more appropriate addressed through an alternative channel, then we will reply advising the most appropriate process.

The Complaints policies for the University of Exeter and Falmouth University can be found on their websites

University of Exeter: [Concerns and Complaints | Accommodation in Exeter | University of Exeter](#)

Falmouth University: [Regulations, Policies & Procedures for Students](#)

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)

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