

## **Residential Lettings Complaints Procedure**

This procedure is to be applied to complaints that have arisen from lettings and occupation within the properties owned by, controlled by, or managed by, the University of Oxford Residential Lettings Department (the Office).

The University treats any complaints about its accommodation, the management of its accommodation or a member of Residential Lettings staff very seriously and we hope to resolve these to your satisfaction as quickly as possible.

The relationship between the University, acting as a Landlord, and their tenants on the estate is governed in the first instance by the tenancy agreement and any legislation applicable to that agreement, resident's handbook and policies. There will also, from time to time, be Regulations put forward by the Office which apply to property within the estate. These documents govern the relationship between the two parties.

However, where the tenancy agreement and/or Regulations do not put forward a clear solution to the problem we ask that you to follow this three step process.

### **Stage 1 – Initial Resolution**

Visit or contact the member of staff who delivered the service you are dissatisfied with. The member of staff will work with you to find a satisfactory resolution. We will aim to resolve your issue within five working days.

### **Stage 2 – Informal Escalation**

If you are not satisfied with the resolution or the way in which your issue has been dealt with we ask that you make a complaint by contacting the Residential Lettings Office. This can be done in person by visiting the office, in writing to the following postal or email address or by telephone:

University of Oxford  
Residential Lettings  
2<sup>nd</sup> Floor, 4 Worcester Street  
Oxford, OX1 2BX

Email: [residential.accommodation@admin.ox.ac.uk](mailto:residential.accommodation@admin.ox.ac.uk)

Telephone: 01865 280923

We will not usually consider complaints that are raised more than three months after the substantive events/circumstances complained about took place or commenced. A member of our senior staff will investigate your complaint and respond to you directly, detailing any remedial action. We aim to respond fully to all complaints within 10 working days.

### **Stage 3 - Formal Stage**

If you are not satisfied following the informal stage you can submit a complaint to the Director of Asset & Space Management at the following address:

University of Oxford  
Asset & Space Management  
The Malthouse  
Tidmarsh Lane  
Oxford, OX1 1NQ