



NEW COLLEGE  
OXFORD

POLICY DOCUMENT

*Accommodation Complaints*

***April 2021***

### **Complaints concerning College accommodation**

If Junior Members have a complaint about some aspect of their accommodation which they feel has not been resolved to their satisfaction, they should contact the following people:

<b>Complaint type</b>	<b>First Contact</b>	<b>If unresolved within reasonable timeframe contact</b>	<b>If still unresolved</b>
Housekeeping services	Domestic Services Manager (Ellen Baker)	Home Bursar (Gez Wells)	Warden
Maintenance Issues	Clerk of Works (Michael Collett)	Home Bursar (Gez Wells)	Warden
Conduct of room ballot	JCR Housing Officer	Home Bursar (Gez Wells)	Dean (Michael Burden)
Other services relating to accommodation	PA Assistant to the Home Bursar (Emily Meeson)	Home Bursar (Gez Wells)	Warden
Complaints about the conduct of neighbours or issues detracting from the 'peaceful enjoyment' of accommodation	Assistant Dean (Gideon Elford)	Dean (Michael Burden)	Warden

If a Junior Member remains dissatisfied with the outcome then he/she may invoke the Grievance Procedure by contacting the Bursar. At this point a Grievance Committee will be convened comprising three Fellows of the College previously uninvolved with the complaint. The Committee would report its findings to the Governing Body.

If, after the grievance has been heard, the Junior Member remains dissatisfied, they may refer the matter to the Office of the Independent Adjudicator (<http://www.oiahe.org.uk/>).