



NEW COLLEGE
OXFORD

POLICY DOCUMENT
Accommodation Complaints

March 2018

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:

| Complaint type | First Contact | If unresolved within reasonable timeframe contact | If still unresolved - |
|--|--|--|------------------------------|
| Housekeeping services | Accommodation Manager (Sue Fisher) | Home Bursar (Caroline Thomas) | Warden |
| Maintenance Issues | Clerk of Works (Michael Collett) | Home Bursar (Caroline Thomas) | Warden |
| Conduct of room ballot | JCR Housing Officer | Home Bursar (Caroline Thomas) | Dean (Michael Burden) |
| Other services relating to accommodation | Assistant to the Domestic Bursar (Joan Fraser) | Home Bursar (Caroline Thomas) | 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/>) .