




## Customer Care Policy

It is the aim of the Halls of Residences to provide a quality of service that meets the needs of our customers, and all concerns and issues are taken very seriously. However, if customers have any comments or concerns regarding the services provided within the Halls, we would like to hear them and assist wherever possible. The Customer Care Policy aims to deal with complaints regarding the services provided by the Halls of Residences in a prompt, fair and positive manner.

If you wish to raise a concern or issue, this should be done so informally in the first instance, and within a matter of days of the problem arising. You can contact the Halls Office reception through one of the following methods:

-  Email: [halls@bangor.ac.uk](mailto:halls@bangor.ac.uk)
-  Phone: 01248 382667
-  In person: Mon-Fri, 9.00am-5.00pm

The table below indicates the stages which must be used to resolve a complaint:

Stage 1	Stage 2	Stage 3	Stage 4	Stage 5	Stage 6
Reception Staff Member	Manager (Accommodation, Operations, or an Assistant Head Warden)	Senior Manager	Head of Residential Life (via a formal complaint)	Pro-Vice Chancellor for Students	Regulations, Complaints and Appeals Officer (formal complaints administrator)

Most issues can usually be successfully resolved informally by a member of staff. **Please note that any complaints directed to Stage 3 or above, without first being directed to either a Reception Staff Member or a Manager in the first instance, will be referred back to Stage 2.**

However, if the complaint is against any Manager, please write to the Head of Residential Life as detailed below.

### Making a Formal Complaint

In the event that you feel the problem has not been satisfactorily resolved, you may make a formal complaint. This must be done in writing and addressed to the Head of Residential Life, Halls Office, Ffriddoedd Road, Bangor, Gwynedd, LL57 2GP.

The Halls Office aims to acknowledge all written complaints within 3 working days, and investigate, take any necessary action and respond to you within 14 working days.

If you are not satisfied with the outcome of your complaint, details of how to appeal will be provided in the reply.

Please note that complaints must be made by the student resident. Written permission must be given by the student resident if they wish for a third party (i.e. a parent or a guardian) to take forward a complaint on their behalf.