

LSE Residential Services Division

Complaints Procedure

V7 September 2016

Our service

LSE Residential Services provides accommodation and related services to LSE students, staff, visiting academics and vacation visitors.

We are committed to providing a high quality service that is accessible to all our customers, in a safe, secure, friendly, clean and customer focused environment. [See: Service Charter]

We recognise that sometimes we might get things wrong and when we do, we want to work together with you to put them right.

Our complaints procedure applies to you if you are a customer of LSE Residential Services. We take all complaints seriously and aim to resolve them promptly. We log and track complaints through to resolution and our senior management team review complaints annually.

What is the definition of a complaint?

A complaint is an expression of dissatisfaction with our service. This includes Reception, Housekeeping, Catering, Security, Facilities Management and Maintenance, IT, Residential Life (including pastoral support), Sales and Marketing (online booking, website and advertising), Residential Services Office (accommodation applications) and Residences Fees.

Routine maintenance fault reporting is treated as a service request and does not fall under this procedure. Complaints about standards of maintenance will be treated under this procedure.

How to make a complaint?

If you would like to make a complaint or give feedback about our service we request that you follow the four stages as laid out in this procedure. Please refer to page 8 for details of how to make a complaint for 3rd party managed halls.

Stage 1 - Resolution is straightforward and requires little or no investigation

Stage 2 - Escalation in the event of unsatisfactory resolution at Stage 1

Stage 3 - Escalation in the event of unsatisfactory resolution at Stage 2

Stage 4 - Appeals in the event of unsatisfactory resolution at Stage 3

Stage 1 - Resolution is straightforward and requires little or no investigation

Wherever possible, we want to resolve your complaint locally at your first point of contact with a member of our staff team. To help us, please contact the staff member who is directly involved in providing the service, so that they can deal with the issue and resolve it for you.

You can use different ways to make your complaint such as by letter, email, or in person. The contact details for each service area are stated in the table below.

Response time: If we cannot resolve your complaint immediately, or if you contact us via email or letter, we will aim to send an initial response to your complaint or feedback within two working days*. In this first response, we will tell you how we hope to resolve your complaint and where possible, we will provide an estimated time of completion.

Follow-up: We will provide you with regular updates about the progress of the resolution, if applicable.

Contact details for Stage 1 complaints and feedback

Site	Service area	Contact details
Bankside House	Reception/ Housekeeping	Davinder Ratra, d.s.ratra@lse.ac.uk , +44 (0)20 7107 5750
	Security/ Facilities Management/Maintenance	Jackie Woodley, j.s.woodley@lse.ac.uk , +44 (0)20 7107 5770
	Catering	John Barrett, j.barrett@lse.ac.uk , +44 (0)20 7107 5765
	Residential Life	Jennifer Frances, j.frances@lse.ac.uk , +44 (0)20 7106 1257
Butler's Wharf Residence	Reception/ Housekeeping	Szilvia Duba, s.duba@lse.ac.uk , +44 (0)20 7107 5803
	Security/ Facilities Management/Maintenance	Jackie Woodley, j.s.woodley@lse.ac.uk , +44 (0)20 7107 5770
	Residential Life	Jennifer Frances, j.frances@lse.ac.uk , +44 (0)20 7106 1257

Carr–Saunders Hall	Reception/ Housekeeping	Minaxi Patel, m.patel8@lse.ac.uk , +44 (0)20 7107 5881
	Security/ Facilities Management/Maintenance	Richard Anderson, Service Manager, r.m.anderson@lse.ac.uk , +44 (0)20 7107 5767
	Catering	Said Zibani, s.zibani@lse.ac.uk , +44 (0)20 7107 5883
	Residential Life	Jennifer Frances, j.frances@lse.ac.uk , +44 20 7106 1257
High Holborn Residence	Reception/ Housekeeping	Katarina Selmoun, k.selmoun@lse.ac.uk , +44 (0)20 7107 5712
	Security/ Facilities Management/ Maintenance	Bally Nandra, b.nandra@lse.ac.uk , +44 (0)20 7107 5732
	Catering	Katarina Selmoun, k.selmoun@lse.ac.uk , +44 (0)20 7107 5964
	Residential Life	Jennifer Frances, j.frances@lse.ac.uk , +44 20 7106 1257
Grosvenor House	Reception Housekeeping	Katarina Selmoun, k.selmoun@lse.ac.uk , +44 (0)20 7107 5964
	Security/ Facilities Management/ Maintenance	Bally Nandra, b.nandra@lse.ac.uk , +44 (0)20 7107 5732
	Catering	Katarina Selmoun, k.selmoun@lse.ac.uk , +44 (0)20 7107 5964
	Residential Life	Jennifer Frances, j.frances@lse.ac.uk , +44 20 7106 1257
Northumberland House	Reception/ Housekeeping	Roberto Del-Monte, r.del-monte1@lse.ac.uk , +44 (0)20 7107 5612
	Security/ Facilities Management/Maintenance	Bally Nandra, b.nandra@lse.ac.uk , +44 (0)20 7107 5732
	Residential Life	Jennifer Frances, j.frances@lse.ac.uk , +44 20 7106 1257

Passfield Hall	Reception/ Housekeeping	Minaxi Patel, m.patel8@lse.ac.uk , +44 (0)20 7107 5911
	Security/ Facilities Management/ Maintenance	Richard Anderson, Service Manager, r.m.anderson@lse.ac.uk , +44 (0)20 7107 5767
	Catering	Craig Frampton, c.r.frampton@lse.ac.uk , +44 (0)20 7107 5933
	Residential Life	Jennifer Frances, j.frances@lse.ac.uk , +44 20 7106 1257
Rosebery Hall	Reception/ Housekeeping	Rosa Gil, r.gil@lse.ac.uk , +44 (0)20 7107 5838
	Security/ Facilities Management/ Maintenance	Richard Anderson, Service Manager, r.m.anderson@lse.ac.uk , +44 (0)20 7107 5767
	Catering	Alan Mears, a.mears@lse.ac.uk , +44 (0)20 7107 5849
	Residential Life	Jennifer Frances, j.frances@lse.ac.uk , +44 20 7106 1257
Sales & Marketing	LSE Vacations Team	vacations@lse.ac.uk +44 (0)20 7955 7676
Residential Services Office	Private Accommodation	accommodation@lse.ac.uk +44 (0)20 7955 6431
	Halls of Residence	accommodation@lse.ac.uk +44 (0)20 7955 7531
Faculty Accommodation	Faculty Accommodation	Samantha Da-Costa, s.e.da-costa@lse.ac.uk , +44 (0)20 7955 7023

Stage 2 - Escalation in the event of unsatisfactory resolution at Stage 1

At Stage 2, we ask you to contact the senior manager for the service area about which you had cause for complaint. Contact details are stated in the table below. Please also include the following details when you contact us:

- A) Your name
- B) Your full postal address
- C) Any booking reference or student ID number
- D) Details of your complaint
- E) Your resolution requirements, i.e. how you would like us to resolve your complaint
- F) A daytime contact telephone number

Response time: The senior manager will aim to send an initial response to you within 3 working days*. In the initial response, where appropriate, the result of any investigation will be stated, guidance on the proposed resolution will be offered and where possible an estimated time of completion will be provided.

Follow-up: Every effort will be made to resolve the issue at this stage and provide regular progress updates.

Contact details for Stage 2 complaints	
Site or service area	Contact details
Bankside House, Butler's Wharf Residence, Carr-Saunders Hall, Passfield Hall, Rosebery Hall	Richard Anderson, Service Manager, r.m.anderson@lse.ac.uk , +44 (0)20 7107 5767
Grosvenor House, High Holborn Residence, Northumberland House	Sarah Jons, Service Manager s.jons@lse.ac.uk , +44 (0)20 7107 5710
Residential Services Office	Hannah Kearns, Residential Services Manager h.m.kearns@lse.ac.uk , +44 (0)20 7107 5091
Sales & Marketing	Seema Adia, Central Reservations, LSE Vacations s.adia@lse.ac.uk , +44 (0)20 7955 6786
Faculty Accommodation	Fiona Tomasi, Revenue Manager, LSE Vacations, f.tomasi@lse.ac.uk , +44 (0)20 7955 7370
Catering	John Barrett, Residences Catering Manager, j.barrett@lse.ac.uk , +44 (0)20 7107 5765
Residential Life	Rachael Elliott, Head of Residential Life, r.elliott@lse.ac.uk , +44 (0)20 7106 1153

Stage 3 - Escalation in the event of unsatisfactory resolution at Stage 2

If your complaint has not been resolved at Stage 3, please contact the relevant senior manager below.

Response time: The relevant contact will aim to send an initial response to the customer within 3 working days* from when he/she receives the complaint (or sooner in the event of an emergency).

In the initial response, where appropriate, the result of any investigation will be stated, guidance on the proposed resolution will be offered and where possible an estimated time of completion will be provided.

Follow-up: Every effort will be made to resolve the issue at this stage.

Contact details for Stage 3 complaints	
Service area	Contact details
Reception/ Facilities Management/ Housekeeping, Maintenance/ Security/ IT	Allan Blair, Director of Facilities Management, a.blair1@lse.ac.uk , +44 (0)20 7955 6748
Catering	Jacqui Beazley, Head of Catering, j.beazley@lse.ac.uk , +44 (0)20 7955 7220
Sales & Marketing,	Fiona Tomasi, Business Development Manager, LSE Vacations, f.tomasi@lse.ac.uk , +44 (0)20 7955 7370
Residential Services Office	Seema Adia, Central Reservations, LSE Vacations, s.adia@lse.ac.uk , +44 (0)20 7955 6786
Residential Life	Nominated manager, will be confirmed at Stage 2
Faculty Accommodation	Nominated manager, will be confirmed at Stage 2

Stage 4: Appeals in the event of unsatisfactory resolution at Stage 3

If your complaint has not been resolved at Stage 3, please contact the Director of LSE Residential Services.

Response time: The Director of Residential Service will aim to send an initial response to you within 3 working days* from receiving the complaint. In the initial response, where appropriate, the result of any investigation will be stated, guidance on the proposed resolution will be offered and where possible an estimated time of completion will be provided.

Follow-up: This is the final step in the complaints procedure and the intent is that if all previous stages for resolving the complaint fail the Director of Residential Services will resolve the issue. However, in the rare event where a follow up is needed the Director of Residential Services will advise you on a contact for follow-up.

Contact details for Stage 4 complaints

Ian Spencer,
Director of Residential Services, i.spencer@lse.ac.uk,
+44 (0)20 7955 7083

*Where a complaint has been sent to a member of staff who is not available to deal with the enquiry, e.g. staff on holiday etc, an out-of-office response will be sent directing the customer to who should be contacted in their absence. Alternatively, please contact residencesandcatering.complaints@lse.ac.uk.

How to make a complaint if you are a student in a 3rd party managed hall

Sidney Webb House, Unite Student Housing

Stage 1 complaints and feedback	
Reception/Housekeeping	Rollo.Prince@unite-students.com
Security	Ravi.Sreedharan@unite-students.com
Facilities Management/Maintenance	Kamila.Kaminska@unite-students.com
Administration/Room Allocation	accommodation@lse.ac.uk +44 (0)20 7955 6431
Residential Life	Jennifer Frances, Residential Services Officer j.frances@lse.ac.uk , +44 20 7106 1257
Stage 2 complaints	
Reception/Housekeeping	Jason.Blair@unite-students.com)
Security/ Facilities Management/Maintenance	Sarah.Reynolds@unite-students.com
Residential Life	Rachael Elliott, Head of Residential Life, r.elliott@lse.ac.uk , +44 (0)20 7106 1153
Administration/Room Allocation	Hannah Kearns, Residential Services Manager h.m.kearns@lse.ac.uk , +44 (0)20 7107 5091
Stage 3 complaints	
Reception/Housekeeping	Sarah.Reynolds@unite-students.com
Security/ Facilities Management/Maintenance	Sarah.Reynolds@unite-students.com
Administration/Room Allocation	Seema Adia, Central Reservations Manager s.adia@lse.ac.uk , +44 (0)20 7955 6786

Stage 4 complaints

Administration/Room Allocation

Ian Spencer, Director of Residential Services
i.spencer@lse.ac.uk, +44 (0)20 7955 7083

urbanest, Westminster Bridge

Stage 1 complaints and feedback

Luke Blackman
Duty Manager

Lukeb@urbanest.co.uk

Liv Carey
Duty Manager

Liv@urbanest.co.uk

Stage 2 complaints

Karl Velinor
General Manager

kvelinor@urbanest.co.uk
+44 (0)20 7042 7890

urbanest, King's Cross

Stage 1 complaints and feedback

James Forsyth
Duty Manager

James@urbanest.co.uk

Stage 2 complaints

Phee Mann-Bryans
General Manager

pmann-bryans@urbanest.co.uk
+44 (0)20 7042 7890

University of London Intercollegiate Halls

To download the complaints procedure for University of London Intercollegiate Halls, see: [University of London Intercollegiate Halls, Student Complaints Procedure](#) [PDF].

Lilian Knowles, Sanctuary Housing

Stage 1 complaints and feedback	
Reception	Lilianknowles.house@sanctuary-students.com
Stage 2 complaints	
Elen Macit Accommodation Manager	Elen.macit@sanctuary-students.com +44 (0)20 7492 4960

To see the complaints procedure for Sanctuary Housing, visit: www.sanctuary-students.com/complaints.

Help and advice: If you have any queries about this procedure or need further advice, please write to us at our email address: residencesandcatering.complaints@lse.ac.uk.

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