



The
University
Of
Sheffield.

Accommodation & Commercial Services.

CONFIDENTIAL

Accommodation and Commercial Services Student Complaints Form

If you are unhappy about a response you receive having made an informal complaint, then you may make a formal complaint by completing this form. You are required to complete all sections. Before completing this form, please ensure that you have read the complaints procedure online at <http://www.shef.ac.uk/accommodation/policiesandprocedures.html>

This form should be submitted to Customer Services Team Leaders to the address below, via e-mail acs-csteamleaders@sheffield.ac.uk or in person to the Customer Services reception at The Edge or The Ridge.

Customer Services
The Edge
34 Endcliffe Crescent
Sheffield
S10 3ED

Please keep a copy of this form for your records, plus any material you submit. We will acknowledge receipt of your complaint within 24 hours (excluding weekends, public holidays and official University holidays).

You will receive a written response from the Customer Service Manager within five working days of the complaint being received. If circumstances mean a full response is likely to take longer we will inform you of this and keep you informed of the process.

SECTION ONE – YOUR DETAILS

Title Forename(s) Surname

Term time address

..... Postcode

Contact telephone number Email

Student Registration Number (shown on your UCard)

SECTION TWO – ABOUT YOUR COMPLAINT

(a) Please set out the details of your complaint, including dates or incidents or events if appropriate, with copies of any relevant documents.

Continued overleaf

(b) Please explain what steps you have taken to resolve your complaint informally and attach copies of any relevant correspondence.

(c) Please explain why you are not satisfied with the response you have received at the informal stage.

SECTION THREE – DESIRED OUTCOME

Please indicate what outcome or future action you would like to see taken in order to address your complaint.

SECTION FOUR –DECLARATION

I believe that the above information is accurate.

Signature Date

NOTES

All complaints will be dealt with confidentially, though enquiries may have to be made to investigate the matters that are the subject of the complaint. The effectiveness of any complaints procedure depends on the University being able to collect appropriate information from the parties involved

in order to investigate the matter properly. For this reason, anonymous complaints will not be dealt with.

If you need advice in preparing a complaint, you are advised to seek help from your Residential Mentor, the Student Services Information Desk (SSiD) <http://www.sheffield.ac.uk/ssid> or the Student Advice Centre in the Students' Union <http://www.shef.ac.uk/union/advice/>

If your complaint relates to the service or treatment you have received from a Department or Faculty outside of ACS, please refer to the University's complaints procedure, available online at <http://www.shef.ac.uk/ssid/procedures/complaints.html>