

IT, Estates and Campus Services Complaints Procedure

This complaints procedure is intended to ensure a fair and consistent approach to the way in which Falmouth Exeter Plus and our Higher Education partners deal with complaints. We recognise that we have a responsibility to our students, service users, staff and guests at both the Penryn and Falmouth campuses, and that we need to have a clear complaints procedure. Complaints offer an opportunity for us to develop and improve our services.

If you wish to seek independent advice, you can contact the Students' Union, FXU. The FXU Advisors provide free, confidential and impartial information, advice and support to all students. This service is available during term-time and you can make an appointment to see an advisor at the Penryn Campus, by visiting the FXU reception opposite the Stannary Restaurant or by telephoning 01326 370447. Alternatively you can email advice@fxu.org.uk.

Informal complaints

Informal complaints should, wherever possible, be dealt with immediately by the member of staff first made aware of them. E.g. IT- servicedesk@fxplus.ac.uk;
Estates & Facilities – helpdesk@fxplus.ac.uk;
Car Parking – carparking@fxplus.ac.uk

Informal resolution is always preferable to all parties

Where a complaint is of a more substantial nature, or cannot be resolved informally, then the complainant should put it in writing, including their name and contact details so that s/he can be contacted.



There are 3 stages to the Falmouth Exeter Plus formal complaints procedure:

Stage 1
Depending on the nature of your complaint, write to or make an appointment to see:

| Service | Title | Address: Falmouth Exeter Plus Penryn Campus, Penryn, TR10 9EZ | Email |
|-------------------------------------------------------------------------------------------------|----------------------------------------------------------------|--------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| Residences; Accommodation Services | Head of Accommodation Services | Accommodation Office | oliver.lane@fxplus.ac.uk |
| Entertainments; Bars; Shop | Head of Retail, Entertainment and Bars | Stannary Bar | nigel.mcalwane@fxplus.ac.uk |
| Catering at The Stannary, ESI, Koofi and Falmouth Campus | Head of Catering Services | Lower Stannary Catering Office | alison.childress@fxplus.ac.uk |
| Events; Hospitality | Head of Campus and Commercial Events | Campus and Commercial Events Office | heather.fitzgerald@fxplus.ac.uk |
| Sports Facilities | Sports & Recreation Manager | Fitness Centre | simon.court@fxplus.ac.uk |
| Planned and Reactive Maintenance; Estates Helpdesk | Head of Technical Services/Associate Director of Estates | Tremough House | richard.parris@fxplus.ac.uk |
| New Build; Development Projects | Head of Capital Projects | Cottage 8, Tremough Barton Cottages | george.lewis@fxplus.ac.uk |
| Grounds; Cleaning; Portering, Campus Presentation; Campus Patrol; Timetabling | Head of Facilities Operations | Tremough House | natalie.brown@fxplus.ac.uk |
| IT Services | Head of User Services | IT Services office | paul.monnington@fxplus.ac.uk |
| Car Parking | | | carparking@fxplus.ac.uk |

If complaint is not resolved satisfactorily

Stage 2

Write to: Director of Campus Services, Falmouth Exeter Plus,
Penryn Campus, Penryn TR10 9EZ
Your complaint will be forwarded to the most appropriate Director, in which case, you will be informed who will be dealing with it on your behalf.

If complaint is not resolved satisfactorily

Stage 3

Write to the Complaints Appeal Panel
C/o The Chief Executive Officer, Falmouth Exeter Plus,
Penryn Campus, Penryn, TR10 9EZ
A representative from the Falmouth Exeter Plus Stakeholders Group, from both institutions (Falmouth University and the University of Exeter, Cornwall Campus) and a member of the FXU will be present at the Complaints Appeal

Further details of who to complain to within Accommodation

- Accommodation Services comprise the Accommodation Office and Glasney Residences team.
- If your complaint is about building and maintenance at Tuke House or about something which is happening in your flat please speak with the team at the Tuke House Site Office in the first instance
- If your complaint is about services, maintenance or your contract at The Sidings or about something which is happening in your flat please speak with the team at The Sidings site office in the first instance
- If your complaint is about building and maintenance at Glasney Student Village, or about something which is happening in your flat or at Glasney Student Village which you are concerned about, please discuss your problem in the first instance with the Residences Team at Glasney Lodge.
- Where more than one service area is covered by the complaint, the relevant Service Managers should consider the complaint and agree who will respond.

UK Code of Practice

Falmouth Exeter Plus has signed the Universities' UK Code of Practice and has achieved compliance with this code, which promotes best practice over a range of management activities in student residences.

The full code can be viewed at www.universitiesuk.ac.uk/acop

Formal Complaints Procedure including administrative and timescale guidelines

Stage 1

Any oral complaint of a serious nature and any complaint in writing (including email) should be addressed or forwarded to the appropriate manager who should investigate and respond within 5 working days.

Where an oral complaint is made, the appropriate manager will make notes and the notes will be signed by the complainant to confirm the contents. A copy of these notes will be forwarded to the complainant.

Where necessary, the complainant will be asked to sign a disclosure pro-forma for the necessary investigations to be undertaken.

If it is not possible to respond to the complaint within the 5 day time scale, a letter should be sent within 1 day to the complainant informing them their complaint has been received and is being investigated, and an indication of when they will be contacted again. An explanation as to why it is not possible to meet the 5 day target should also be given.

It is expected that the majority of all complaints should be investigated and a written response forwarded to the complainant within 10 working days.

Stage 2 Timescale as above

Stage 3

The timescale with stage 3, an appeal, may vary depending on the nature of the complaint and necessary investigations. However, a letter should be sent within 1 day to the complainant informing them that their complaint has been received and is being investigated, and an indication of when they will be contacted again.

When a complaint reaches stage 3 it is expected that the investigation and a written response be forwarded to the complainant within 15 working days.

The Appeal Complaint Panel will consist of the Chief Executive Officer plus two other members of the Falmouth Exeter Plus Senior Executive Team, to be nominated by the Chair of the Falmouth Exeter Plus Senior Executive Team and a representative from the Students' Union. Where the Chief Executive Officer has been responsible for stage 2 of the complaints procedure, the Chair of the Falmouth Exeter Plus Senior Executive Team may appoint an alternative Executive member in their place.

Malicious complaints

We acknowledge that sometimes mistakes are made. However, we will not allow our students or staff to be the recipients of abusive or malicious complaints.

Falmouth Exeter Plus will take appropriate action under the relevant student regulations where it is found that a student had made a complaint of this nature. This may include formal disciplinary action or restrictions to access of our services.

The University of Exeter and **Falmouth University** have their **own complaints procedures**. These can be found on their individual websites.

There is also an **external scheme for the review of student complaints**:

The Office of the Independent Adjudicator for Higher Education (OIA)

The OIA provides an independent scheme for the review of student complaints.

Anyone who was or is registered as a student can complain about:

- a) a course of study for which s/he was registered;
- b) a service provided to him/her by the University;
- c) and a final decision by the University's disciplinary or appeal body.

You must first follow the your Institutions' complaints procedures before submitting a complaint to the OIA. Once you have exhausted these procedures, the Institution will issue you with a "Completion of Procedures" letter. You must apply to the OIA within three months of the issue of this letter.

Further details can be found on the OIA website: www.oiahe.org.uk

