

**Date Stamp:**



## Tenancy Appeals Form

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If you have made a request relating to your Tenancy, received a decision and are not happy with the outcome you may appeal by completing this form.

1. Before completing this form, please ensure that you have read the Residential Services' Tenancy Appeal Procedure online.
2. Submit this form to Residential Services Central Office at the address below, via e-mail to [accommodation@swansea.ac.uk](mailto:accommodation@swansea.ac.uk) or in person to Residential Services in Penmaen Residence.

*Residential Services  
Penmaen Building  
Swansea University  
Singleton Park,  
Swansea. SA2 8PP*

3. Please keep a copy of this form plus any material you submit for your records.
4. We will acknowledge receipt of your complaint **within 5 working days**. (I.e. excluding, public holidays and official University holidays).
5. You will receive a written response **within 15 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 ensure a new timescale is set and communicated to you.
6. Unless agreed otherwise, the Residential Services Tenancy Appeal Procedures will be followed.

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All appeals will be dealt with confidentially, though enquiries may have to be made to investigate the matters that are the subject of the appeal.

The effectiveness of any appeal 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 or 3<sup>rd</sup> Party appeals will not be dealt with.

If you need advice in preparing your appeal, you are advised to seek help from your Students' Union Advice Centre or Student Support Services.

If your appeal relates to other areas of the University outside of Residential Services, please refer to the [University's Complaint Procedure](#) online.

**PLEASE COMPLETE ALL SECTIONS:**

**SECTION 1 – YOUR DETAILS**

<b>Student No:</b>		<b>Full Name:</b>	
<b>Contact Tel. No:</b>			
<b>Term Time Address:</b>			
<b>Postal Address:</b>			
<b>Email Address:</b>			

**SECTION 2 – YOUR APPEAL**

<b>(a) Please set out the details of your appeal, including copies of any relevant documentation.</b>
<b>(b) Please explain why you feel your appeal should be reviewed; please attach copies of any relevant correspondence.</b>

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


**SECTION 3 – DESIRED OUTCOME**

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


**SECTION 4 –DECLARATION**

**Please sign below that you believe that the above information is accurate.**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**FOR OFFICE USE ONLY:-**

Reference No:	Date Received:	
Sent To:		
Date acknowledged:	By: (Staff)	Follow up date:
Notes:		
Completion Date:		