



Swansea
University
Prifysgol
Abertawe

Residential Services
Gwasanaethau Preswyl

Swansea University
Residential Services

COMPLAINTS PROCEDURE

Academic Year
2026/2027

Version: 1.7

Applicable Academic Year: 2026/2027



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1. Complaints Process – Quick Guide

We're committed to resolving concerns quickly, fairly and respectfully. Where appropriate, we encourage students to raise straightforward concerns with Residential Services as soon as possible so that we have an opportunity to resolve them quickly. You do not need to attempt informal resolution where this would be inappropriate, where the matter is serious or complex, or where there is another good reason for proceeding directly to the formal stage.

How the process works

STAGE	WHAT THIS MEANS
Stage 1: Informal Resolution	Raise straightforward concerns with: • Residence Reception • Your Residence Manager • Residential Services Where appropriate, we will try to resolve the matter quickly without the need for a formal complaint.
Stage 2: Formal Complaint	Submit a formal complaint using the Residential Services Online Complaint Form. We will ask you to tell us: • What happened • What you have already done, if anything, to try to resolve the matter • What you believe went wrong • What you would like Residential Services to do to resolve your complaint • About any supporting information you would like us to consider
Final Review	If you remain dissatisfied with the outcome of your formal complaint, you may request a Final Review in accordance with the University's Final Review Procedure. • This is a review of how your complaint was handled and the decision reached • It does not normally involve a complete reinvestigation of the original complaint
External Review (OIA)	Once the University's internal procedures have been completed, eligible students may ask the Office of the Independent Adjudicator for Higher Education (OIA) to independently review their complaint.

How to submit a formal complaint

Students are encouraged to submit a formal complaint using the [Residential Services Online Complaint Form](#).

The form is designed to help you clearly set out:

- what has happened and the issue(s) you would like us to consider;
- any relevant information you would like us to consider; and
- what outcome or resolution you are seeking.

Using the online form helps Residential Services obtain the information needed to consider your complaint efficiently and provides a clear record of the issues raised.

You will not be prevented from making a complaint if you are unable to use the online form. Complaints received by email or another reasonable method will still be considered. Where appropriate, we may ask you to complete the form, or Residential Services may record the information provided in the appropriate format on your behalf.

If you require a reasonable adjustment, an alternative format or support to submit your complaint, please contact Residential Services. You may also seek free and independent advice and support from the Students' Union Advice Centre.

Key time limits

REQUIREMENT	TIMESCALE
Raise concerns	As soon as reasonably practicable
Formal complaints	Normally within one month of the matter occurring or becoming aware of it. Late complaints may still be considered depending on the individual circumstances and whether the matter can reasonably be investigated
Formal complaint outcome	Normally within 20 working days
Formal complaint and Final Review	Normally completed within 90 calendar days from the start of the formal stage
Final Review request	In accordance with the timescale set out in the University's Final Review Procedure

Important to know

- Submitting a complaint does not release you from your Occupation Contract or suspend accommodation fees.
- Contractual, disciplinary, tenancy management and other University processes may continue while a complaint is being considered.
- Requests for release from an Occupation Contract, reviews of accommodation fee liability, room transfers and reports concerning another student's behaviour have separate processes.
- You may, however, complain about how Residential Services has handled one of these matters, for example unreasonable delays, poor communication or a failure to follow the relevant procedure.

Support available

You don't have to do this alone — support is available from:

- [Students' Union Advice and Support Centre](#)
- Friends or family (with your consent)
- [University support teams](#)

If you need reasonable adjustments or other support to use the complaints process, please let us know.

Our commitment to you

We will:

- Treat your complaint seriously, fairly and impartially
- Respond within clear timescales
- Keep you informed throughout
- Explain our decision and the reasons for it
- Consider appropriate action or remedies where a complaint is upheld or partially upheld
- Use complaints and feedback to identify opportunities to improve our services

2. Purpose of Procedure

Residential Services (RS) is committed to resolving concerns promptly, fairly and proportionately. Where appropriate, students are encouraged to raise straightforward concerns informally so that they can be addressed at the earliest opportunity.

Informal resolution is not a requirement before making a formal complaint. A student may proceed directly to the formal stage where informal resolution would be inappropriate, where the matter is serious or complex, or where there is another good reason for doing so.

The purpose of this procedure is to provide a clear, fair and transparent process for students to raise concerns or complaints about services, facilities, actions or decisions provided or managed by RS.

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The procedure aims to ensure that complaints are considered carefully, investigated where appropriate and resolved in a timely and consistent manner. It also provides RS with the opportunity to identify learning and areas for improvement and to enhance the quality of accommodation services provided to residents.

The University is committed to handling complaints respectfully, impartially and in accordance with its policies, legal obligations and recognised sector guidance.

3. Scope and Exclusions

This procedure applies to complaints about services, facilities, actions or decisions taken by, or on behalf of, (RS) in the delivery and management of university accommodation, including accommodation provided through approved accommodation partners.

A complaint may include concerns about:

- the service a student has received;
- how a matter or decision has been handled;
- accommodation facilities or processes;
- unreasonable delay or failure to act;
- information or communication that a student believes was inaccurate or unclear; or
- a failure to follow an applicable Residential Services procedure.

The procedure considers whether RS has acted fairly, reasonably and in accordance with its procedures and relevant obligations. It does not replace or override other University procedures, statutory processes or contractual arrangements.

Submitting a complaint does not normally suspend or delay any contractual, disciplinary, tenancy management or operational process. Where another process is more appropriate, Residential Services will explain this to the student and provide information about the appropriate route.

Requests to be Released from an Accommodation Agreement

Requests to be released from an accommodation agreement (Occupation Contract) are not considered under this procedure. Accommodation agreements are legally binding contracts, and requests for release are considered separately through the Release from Accommodation Contract Request process.

A complaint may, however, be considered where a student is dissatisfied with how Residential Services has handled a request or contractual process, for example where the student believes that:

- Incorrect, misleading or unclear information was provided;
- there was an unreasonable delay or failure to act;
- relevant information was not considered; or
- the relevant procedure was not followed correctly.

In these circumstances, the complaint will consider the **handling of the matter**, rather than act as an alternative route for requesting release from or varying the Occupation Contract.

4. Interaction with Other University Processes

A complaint may sometimes raise issues that are also being considered, or would be more appropriately considered, under another University procedure or an external process.

This may include, for example:

- an Accommodation Contract Release Request;
- a review of accommodation fee liability;
- a room transfer request;

- the University's Report and Support or disciplinary procedures;
- an academic complaint or appeal;
- a safeguarding process;
- a police investigation, court or tribunal proceedings; or
- another relevant external process.

On receipt of a complaint, Residential Services will identify whether any part of the complaint overlaps with another process and determine how the matters should be managed.

Where another process is more appropriate for all or part of the matter, Residential Services will explain this to the student and provide information about the appropriate route. A complaint should not be rejected solely because the student has used the wrong process or has not identified the correct procedure.

Where appropriate, different processes may proceed at the same time. In other circumstances, it may be necessary to pause or defer consideration of part or all of the complaint until another process has concluded. Any decision to do so will be considered on the individual circumstances of the case and explained to the student.

Submitting a complaint does not normally suspend or delay contractual, disciplinary, tenancy management, rent recovery or other University processes unless the University determines that this is appropriate in the circumstances.

5. Initial Assessment and Case Management

On receipt of a formal complaint, Residential Services will undertake an initial assessment before determining how the complaint should proceed.

The initial assessment should:

- confirm the issues the student is asking Residential Services to consider;
- determine whether the matter falls within this procedure or whether another University process is more appropriate;
- identify any overlapping or parallel procedures;
- identify any reasonable adjustments, representation arrangements or communication requirements;
- identify whether the complaint requires urgent consideration, including any immediate safety, safeguarding or significant welfare concerns;
- consider whether a complaint submitted outside the normal timescale should nevertheless be accepted;
- identify relevant records and information already held by Residential Services or the University;
- identify any actual or perceived conflict of interest when allocating the complaint; and
- determine whether the matter is suitable for early resolution or requires formal investigation.

Where a complaint raises several or complex issues, the investigating officer should clearly identify the scope of the complaint and, where appropriate, confirm with the student the issues that will be considered.

Residential Services should obtain relevant records or information that are already reasonably available within the University. Students should not normally be required to provide copies of information that Residential Services or the University already holds and can reasonably obtain.

Where further information or clarification is required from the student, Residential Services should explain clearly what information is required and why.

A complaint should not be rejected solely because the student has used the wrong process, has not attempted informal resolution, or has not described the matter using particular legal, policy or procedural terminology.

6. What is a student accommodation complaint?

A student complaint is an expression of dissatisfaction about action or inaction by RS or the quality of services provided by or on behalf of the University. This includes concerns related to buildings and services managed by RS. This procedure does not normally cover the behaviour of other students; however, complaints about how RS has responded to such issues may be considered.

The University will normally only consider complaints submitted by the student directly affected unless written consent has been provided for a third party to act on their behalf.

Complaints about fellow students should be directed to the [University's Report and Support Form](#).

Complaints regarding admissions should be referred to the [Admissions Complaints and Appeal Procedures](#).

This procedure does not normally cover the following matters:

MATTER	HOW IT IS HANDLED
Anonymous complaints	May be considered where sufficient information is available to enable the matter to be investigated. The University will consider the nature and seriousness of the issues raised, the information available and whether a fair and effective investigation is reasonably possible.
Non-accommodation complaints	Concerns relating to areas outside the scope of Residential Services, including teaching, learning, supervision, academic resources, or other University services, should be submitted through the relevant University procedure.
Academic appeals, assessment outcomes, or admissions decisions	Considered under the University's Academic Appeals Procedure, Admissions Complaints Procedure, or other relevant academic regulations.
Complaints about staff conduct	Concerns about the service provided or how a member of Residential Services staff handled a matter may be considered under this procedure. Where the concerns primarily relate to alleged misconduct or behaviour that is more appropriately considered under another University procedure, the matter may be referred to the appropriate process.
Requests to be released from an accommodation agreement	Considered separately under the terms of the accommodation agreement, the Renting Homes (Wales) Act 2016, and the University's Release from Accommodation Contract Request process.
Matters subject to legal proceedings or insurance claims	Will normally be dealt with through the relevant legal, insurance or statutory process and may not be considered under this procedure.
Complaints seeking to challenge a contractual decision	This procedure may consider whether Residential Services acted fairly, reasonably, and in accordance with its procedures, but it is not an appeal against a contractual decision itself.

7. Timeliness of Complaints

Students are encouraged to raise concerns as soon as reasonably practicable so that Residential Services has the best opportunity to investigate the matter and, where appropriate, put things right.

Formal complaints should normally be submitted **within one month of the matter occurring or the student becoming aware of it**.

A complaint submitted outside the normal timescale will not automatically be rejected. Residential Services will consider whether there is good reason to accept a late complaint, taking account of the individual circumstances, including:

- the reason for the delay;
- when the student became aware of the matter;
- whether the circumstances affected the student's ability to raise the complaint earlier;
- the seriousness and nature of the issues raised;
- whether relevant information and evidence remain available; and
- whether the matter can still reasonably and fairly be investigated.

Where Residential Services decides that a complaint cannot reasonably be considered because of the delay, the student will be informed of the decision and the reasons for it.

Complaints concerning an ongoing matter may be considered while the matter remains ongoing. Students are encouraged not to delay raising concerns unnecessarily.

Submitting a complaint does not normally suspend or delay any action being taken under an Occupation Contract, Residence Regulations, rent recovery process or another relevant University procedure.

8. Complaints Process

We are committed to providing high-quality services and facilities that meet your needs. However, if we fall short of your expectations or if you have concerns about the quality of our services or facilities, we encourage you to let us know. We are committed to considering concerns fairly and identifying appropriate outcomes where issues are upheld.

STAGE	PURPOSE AND PROCESS	REVIEW AND OUTCOME	TIMESCALE
Stage 1: Informal Resolution	Resolve issues quickly where possible. Raise your concern with your site Reception or Residential Services so it can be addressed early.	Residence Manager or RS staff Issue resolved or moved to Stage 2	As soon as reasonably practicable, depending on the nature of the concern
Stage 2: Formal Complaint	Investigate unresolved concerns. A student may submit a formal complaint where a concern has not been resolved informally or may proceed directly to the formal stage where informal resolution would be inappropriate, where the matter is serious or complex, or where there is another good reason for doing so. The complaint will be formally considered and investigated where appropriate.	Head of Residential Services or an appropriate senior officer who has not had prior material involvement in the matter, wherever practicable. Written outcome provided	Normally within 20 working days

STAGE	PURPOSE AND PROCESS	REVIEW AND OUTCOME	TIMESCALE
Final Review	Review of how the complaint was handled If you remain dissatisfied and meet the Final Review grounds, you may request a Final Review to determine whether the complaint decision was reasonable and in accordance with procedure.	Independent senior officer with no prior involvement in the original investigation Completion of Procedures letter issued where appropriate	In accordance with the timescale set out in the University's Final Review Procedure. The formal complaint and any subsequent Final Review should normally be completed within 90 calendar days from the start of the formal stage.
External Review (OIA)	Independent review outside the University. Once the University's internal procedures have been completed, eligible students may ask the Office of the Independent Adjudicator for Higher Education (OIA) to independently review their complaint.	Office of the Independent Adjudicator (OIA) Independent decision	Within 12 months of Completion of Procedures Letter

All complaints are reviewed at an appropriate level of seniority and, at the Final Review stage, by a decision-maker independent of the original investigation.

9. Submitting a complaint and support

Students are encouraged to submit a formal complaint using the [Residential Services Online Complaint Form](#). The form helps students provide the information Residential Services needs to understand and consider the complaint.

When completing the form, students should provide as much relevant information as they reasonably can, including:

- what happened and relevant dates, where possible;
- what they have already done to try to resolve the matter, if anything;
- what they believe went wrong;
- what outcome or resolution they are seeking; and
- any supporting information they would like Residential Services to consider.

Students do not need to provide information that Residential Services or the University already holds and can reasonably obtain, and they do not need to use legal or procedural terminology.

Where a student is unable to use the online form, or an alternative method is appropriate as a reasonable adjustment, Residential Services will make appropriate arrangements for the complaint to be submitted in another accessible format. A complaint will not be rejected solely because the online form has not been used.



Students may seek advice or support when making a complaint and may be supported or represented by a third party, for example the Students' Union Advice Centre, a friend, family member or support worker. Where a representative is involved, written consent will normally be required. Students who require reasonable adjustments or other support to access or participate in the complaints process are encouraged to let Residential Services know as early as possible.

10. Example of a Formal Complaint

You do not need to use formal or legal language when making a complaint. Please explain what happened in your own words and provide as much relevant information as you reasonably can.

The example below shows the type of information that may help Residential Services understand and consider your complaint.

What has happened?

I received an email on Monday advising me that a parcel was ready to collect from Reception. I went to Reception that afternoon but was told that parcels could only be collected during certain collection times. I had not realised this from the email I received, so I had to return the following day to collect it.

What have you already done to try to resolve the matter?

I spoke to Reception when I returned to collect my parcel and explained that I had not been aware of the collection times.

What do you believe went wrong?

I think the information in the collection email could have been clearer about when parcels can be collected. If I had known the collection times, I would have waited until the appropriate time before going to Reception.

What would you like Residential Services to do to resolve your complaint?

I would like Residential Services to review the parcel collection email and consider making the collection times clearer for students.

Supporting information

I have attached a copy of the email I received about my parcel.

Please note: This is an example only. Complaints will vary depending on individual circumstances. You do not need to follow this wording or provide the same amount of information. Residential Services will consider the individual circumstances of your complaint and may contact you if further information or clarification is required.

11. Stage 1: Informal Resolution

Where appropriate, students are encouraged to raise straightforward concerns directly with Residence Reception, their Residence Manager or Residential Services so that issues can be addressed as early as possible.

Informal resolution is intended to provide a prompt and proportionate response without the need for a formal investigation. Depending on the nature of the concern, this may include providing information or clarification, correcting an error, taking practical action, providing an apology or agreeing another appropriate resolution.

Informal concerns will normally be considered by the relevant Residence Manager or an appropriate member of Residential Services staff.

Where appropriate, Residential Services may offer an early resolution meeting or other informal discussion to help resolve the matter.

Students are **not required to complete Stage 1 before making a formal complaint**. A complaint may proceed directly to Stage 2 where informal resolution would be inappropriate, where the matter is serious or complex, or where there is another good reason for doing so.

Concerns involving immediate safety, safeguarding, significant welfare concerns or serious health and safety risks should be escalated promptly through the appropriate University process. Consideration should be given to any immediate action required while the complaint itself is being considered.

Students will not be disadvantaged or treated less favourably for raising a concern or complaint in good faith.

12. Stage 2: Formal Written Complaint

A student may submit a formal complaint where a concern has not been resolved informally, or may proceed directly to the formal stage where informal resolution would be inappropriate, where the matter is serious or complex, or where there is another good reason for doing so.

Formal Complaint – Submission Requirements and Review Process

REQUIREMENT	DETAIL
When to submit	Formal complaints should normally be submitted within one month of the matter occurring or the student becoming aware of it .
Late submissions	A complaint submitted outside the normal timescale will not automatically be rejected. Late complaints will be considered in accordance with Section 7, Timeliness of Complaints .
How to submit	Students are encouraged to use the Residential Services Online Complaint Form . Where a student is unable to use the form, or an alternative method is appropriate as a reasonable adjustment, Residential Services will make appropriate arrangements.
Who reviews the complaint?	Stage 2 complaints will normally be considered by the Head of Residential Services or an appropriate senior officer who has not had material prior involvement in the matter, wherever practicable. Where there is an actual or perceived conflict of interest, the complaint should be allocated to an appropriate alternative officer.

Where a complaint is particularly complex, requires information from third parties, or other reasonable circumstances mean the normal timescale cannot be met, Residential Services may extend the timescale. The student will be informed of the reason for the delay, provided with an updated timescale and kept informed of progress.

The [Residential Services Online Complaint Form](#) asks students to provide the following information to assist Residential Services in understanding and considering the complaint:

INFORMATION	WHAT THIS MEANS
What has happened?	A clear account of the main events and relevant dates, where possible.
What has already happened?	Details of anything the student has already done to try to resolve the matter, if applicable, including relevant contact with Residential Services.
What does the student believe went wrong?	An explanation of why the student is dissatisfied with the service provided or how the matter was handled.

What outcome is sought?	What the student considers would be a fair and reasonable outcome. This helps Residential Services understand the outcome sought, although it may not always be possible to provide that particular outcome.
Supporting information	Any relevant correspondence, photographs, documents or other information the student would like Residential Services to consider. Students do not need to provide copies of information that Residential Services or the University already holds and can reasonably obtain.

Investigation of the Complaint

The investigation will be proportionate to the nature, complexity and seriousness of the issues raised.

The investigating officer will:

- consider each of the issues raised in the complaint;
- review relevant records, correspondence and other information held by Residential Services or the University;
- obtain information from relevant staff, accommodation partners, contractors or other appropriate persons where necessary;
- consider any supporting information provided by the student;
- seek clarification or further information from the student where this is reasonably required;
- consider whether relevant Residential Services or University procedures were followed; and
- maintain an appropriate record of the investigation and the information considered.

Where there is conflicting information, the investigating officer will consider the available evidence fairly and determine what can reasonably be established on the information available.

The student does not normally need to attend a meeting for a complaint to be investigated. However, the investigating officer may offer or arrange a meeting where this would assist in understanding the complaint, clarifying the issues or identifying an appropriate resolution.

Where new information arises during the investigation that is material to the outcome and the student has not previously had an opportunity to comment on it, the investigating officer should, where appropriate and subject to confidentiality and data protection requirements, provide the student with a reasonable opportunity to respond before reaching a final decision.

Residential Services may seek to resolve a complaint at any point during the formal stage where an appropriate resolution can be agreed. Where this occurs, the agreed outcome should be confirmed to the student in writing.

The University may determine an alternative or proportionate outcome following investigation, even where this differs from the resolution initially requested.

- Residential Services will normally acknowledge receipt of a formal complaint within **5 working days**.
- Residential Services will normally provide the formal complaint outcome within **20 working days** of receipt of the formal complaint.
- The formal complaint and any subsequent Final Review should normally be completed within **90 calendar days** from the start of the formal stage.
- Where these timescales cannot reasonably be met, the student will be informed of the reason for the delay, provided with a revised timescale and kept informed of progress.

Outcome of the Formal Complaint

At the conclusion of the investigation, the investigating officer will consider the information and evidence available and reach a decision on each substantive issue raised in the complaint.

Each issue may be:

- **Upheld**, where the complaint is supported by the information available;
- **Partially upheld**, where some aspects of the complaint are supported but others are not; or
- **Not upheld**, where the complaint is not supported by the information available.

The student will normally receive a written outcome within **20 working days** of receipt of the formal complaint.

The outcome will:

- identify the issues considered;
- explain the decision reached on each substantive issue and the reasons for that decision;
- summarise the relevant information or evidence considered, where appropriate;
- identify any action or remedy to be taken where the complaint, or part of it, is upheld;
- identify any learning or service improvement arising from the complaint, where appropriate; and
- explain the student's right to request a Final Review and provide information about how to do so.

Any remedy will be proportionate to the circumstances of the complaint and the impact on the student. Depending on the circumstances, this may include an explanation, apology, correction of inaccurate information, practical action to resolve an issue, reconsideration of a process or decision where appropriate, service improvement or another reasonable remedy.

The outcome sought by the student will be considered but is not guaranteed. Residential Services will determine an appropriate and proportionate outcome having regard to the individual circumstances and the findings of the investigation.

Where relevant information cannot be disclosed because it relates to another individual or is otherwise confidential, Residential Services will explain this where reasonably possible without disclosing information that it is not entitled to share.

13. Final Review

If you remain dissatisfied following the Stage 2 outcome, you may request a Final Review in accordance with Swansea University's Final Review Procedure.

A Final Review is a review of the handling of the complaint and the reasonableness of the decision reached. It does not normally involve a complete reinvestigation of the original complaint.

Full details of the grounds for requesting a Final Review, the review process, timescales, and possible outcomes are available here: [Final Review](#)

Students are responsible for ensuring that any request for a Final Review is submitted in accordance with the requirements and timescales set out within the University's Final Review Procedure.

At the conclusion of the University's internal complaints process, a Completion of Procedures letter issued where appropriate, will be issued, where appropriate in accordance with the University's procedures and OIA requirements. The letter will explain whether the student may ask the Office of the Independent Adjudicator for Higher Education (OIA) to review their complaint and the applicable timescale.

14. Confidentiality and Data Protection

Complaints will be handled sensitively and information will be managed in accordance with the University's Data Protection Policy and applicable data protection legislation.

Information relating to a complaint will only be shared where there is a legitimate need to do so for the purpose of considering, investigating, resolving or reviewing the complaint, or where disclosure is otherwise required or permitted by law.

This may include sharing relevant information with appropriate University staff, accommodation partners, contractors or other persons where their involvement is reasonably necessary to investigate or resolve the matter.

Residential Services will seek to limit the information shared to what is relevant and necessary for the purpose concerned.

Where a complaint includes personal information about another individual, Residential Services may be unable to disclose all of the information considered or any action taken in relation to that individual. Where possible, the student will still be provided with sufficient information to understand the outcome of their complaint and the reasons for the decision.

Where a student is represented or supported by a third party, information will normally only be shared with that person where the student has provided appropriate consent or where there is another lawful basis for doing so.

15. Managing Unreasonable Behaviour or Contact

Residential Services recognises that students may be persistent in pursuing a complaint, particularly where they remain dissatisfied with an outcome. Raising a complaint, challenging a decision, requesting clarification or contacting Residential Services more than once does not, in itself, constitute unreasonable behaviour.

In a small number of cases, the nature, frequency or manner of contact may have a disproportionate impact on staff or on Residential Services' ability to provide services effectively.

This may include:

- repeated contact about matters that have already been fully considered and concluded, where no material new information has been provided;
- an unreasonable volume or frequency of contact;
- repeatedly raising substantially the same issues through different routes after those issues have been concluded;
- refusing to engage with reasonable arrangements put in place to progress or manage the complaint; or
- communication or behaviour that is abusive, threatening, discriminatory or otherwise unacceptable.

Where it is necessary to manage unreasonable behaviour or contact, Residential Services may take proportionate steps such as identifying a single point of contact, agreeing or limiting the frequency or method of communication, consolidating correspondence, or declining to reconsider matters that have already been concluded where no material new information has been provided.

Any restrictions will relate to the behaviour or contact being managed and will not be used simply because a student has made a complaint or disagrees with a decision.

Wherever reasonably practicable, the student will be informed of the concerns about their behaviour or contact, the arrangements being put in place, the reasons for them and, where appropriate, how long they will apply. Restrictions should be proportionate and reviewed where appropriate.

Nothing in this section prevents Residential Services from considering genuinely new issues, material new information, or matters requiring urgent action because of safety, safeguarding or significant welfare concerns. Serious abusive, threatening or discriminatory behaviour may also be referred for consideration under other relevant University procedures.

16. Service Disruption and Inconvenience

Residential Services recognises that residents may occasionally experience disruption or inconvenience arising from maintenance works, repairs, inspections or other operational activities necessary for the safe and effective management of accommodation.

Temporary disruption or inconvenience does not automatically mean that there has been a service failure. Where a complaint concerns disruption or loss of service, Residential Services will consider the individual circumstances, including:

- the nature and duration of the disruption;
- the impact on the student and their reasonable use of the accommodation;
- whether appropriate notice or information was provided, where reasonably practicable;
- the steps taken to prevent, minimise or respond to the disruption;
- whether Residential Services or an accommodation partner acted within a reasonable timescale;
- any relevant contractual, statutory or service obligations; and
- any relevant individual circumstances brought to Residential Services' attention.

Where a complaint is upheld or partially upheld, Residential Services will consider an appropriate and proportionate remedy having regard to the nature of the service failure and its impact on the student.

Depending on the circumstances, this may include an explanation, apology, corrective action, practical remedy, service improvement or, where justified, an appropriate financial remedy.

The fact that disruption arose from necessary maintenance, safety works or operational activity does not prevent Residential Services from considering whether the way in which the disruption was planned, communicated or managed was reasonable.

17. Relationship with Accommodation Agreements

Submitting a complaint under this procedure does not normally suspend or delay obligations or action arising under a student's Occupation Contract, accommodation agreement, Residence Regulations or another relevant University procedure.

This includes, but is not limited to:

- payment of accommodation fees;
- compliance with the Residence Regulations;
- contractual notice periods;
- disciplinary or tenancy management processes; and
- action relating to termination or recovery of accommodation.

A complaint about how Residential Services has handled one of these matters may be considered under this procedure while the relevant contractual, disciplinary or tenancy management process continues.

Where appropriate, Residential Services will consider whether the complaint and the other process can proceed concurrently or whether any part of the complaint should be paused or deferred. Any decision will be based on the individual circumstances and explained to the student.



Submitting a complaint does not prevent the University from taking action that it is entitled or required to take under an Occupation Contract, Residence Regulations, University procedure or applicable law.

18. Financial Matters and Accommodation Fees

Submitting a complaint does not normally affect a student's contractual obligations, including the requirement to pay accommodation fees in accordance with the terms of their Occupation Contract or accommodation agreement.

Students should continue to pay accommodation fees while a complaint is being considered unless otherwise confirmed in writing by the University. Where accommodation fees remain unpaid, the University's normal debt recovery processes may continue while the complaint is being considered.

A complaint may, however, consider concerns about how Residential Services has administered or handled an accommodation account, charge or related process. This does not replace any separate process available for reviewing accommodation fee liability.

Students experiencing financial difficulties while a complaint is being considered, or who have concerns or queries about their accommodation account, are encouraged to seek advice and support.

This may include circumstances where a student:

- has not yet received their Student Loan;
- is experiencing financial hardship; or
- has a query relating to an accommodation invoice or payment.

Advice and assistance are available from the University's [Money Advice Team](#):

Email: MoneyAdvice@swansea.ac.uk

Telephone: +44 (0) 1792 606699

Further information about student funding, financial support and money management is available through the [University's Fees and Funding webpages](#).

19. Recording, Monitoring and Learning

Residential Services will maintain appropriate records of complaints considered under this procedure to support effective case management, consistency, accountability and service improvement.

Records should include, where appropriate:

- the nature and main issues raised in the complaint;
- relevant dates and the stage at which the complaint was considered;
- any reasonable adjustments, representation or communication arrangements;
- relevant information and evidence considered;
- the outcome and reasons for the decision;
- any remedy, corrective action or service improvement identified;
- whether a Final Review was requested and the outcome, where applicable; and
- any relevant learning or follow-up action.

Residential Services will monitor complaints at an appropriate level to identify recurring issues, trends and opportunities for improvement. This may include monitoring complaint volumes, themes, response times, outcomes, remedies and repeat issues.



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Learning from complaints may be used to review procedures, communications, staff guidance, training, accommodation services and arrangements with accommodation partners or contractors.

Where appropriate, actions arising from complaints will be recorded and followed up to ensure that agreed improvements are implemented.

Complaint information used for monitoring, reporting or service improvement will be handled in accordance with applicable data protection requirements and, wherever appropriate, reported in an anonymised or aggregated form.

Document Control RS, Revised: September 2026, Version: 1.7

Owner: RS

Review date: September 2027

