

UUK /Guild HE Annual Meeting

Residential Support



Sheffield
Hallam University

SHARPENS YOUR THINKING

UUK /Guild HE Annual Meeting

Handling students who complain ...
The Final Solution !



UUK /Guild HE Annual Meeting

Managing Student Complaints
and
Engagement with the Community

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Residential Support



Sheffield
Hallam University

SHARPENS YOUR THINKING

Sheffield Hallam ...

- 29,500 (2007) students
- 75% Undergrads
- 1800 over recruited!
- 46 Owned, Managed or Partnership Residences
- 4200 Rooms in Halls of Residence
 - **413 Catered Rooms (Uni owned)**
 - **633 Managed**
 - 3154 Partnership

How will the code change your internal complaints procedures?

- Simple .. it won't (as long as you have one!!)

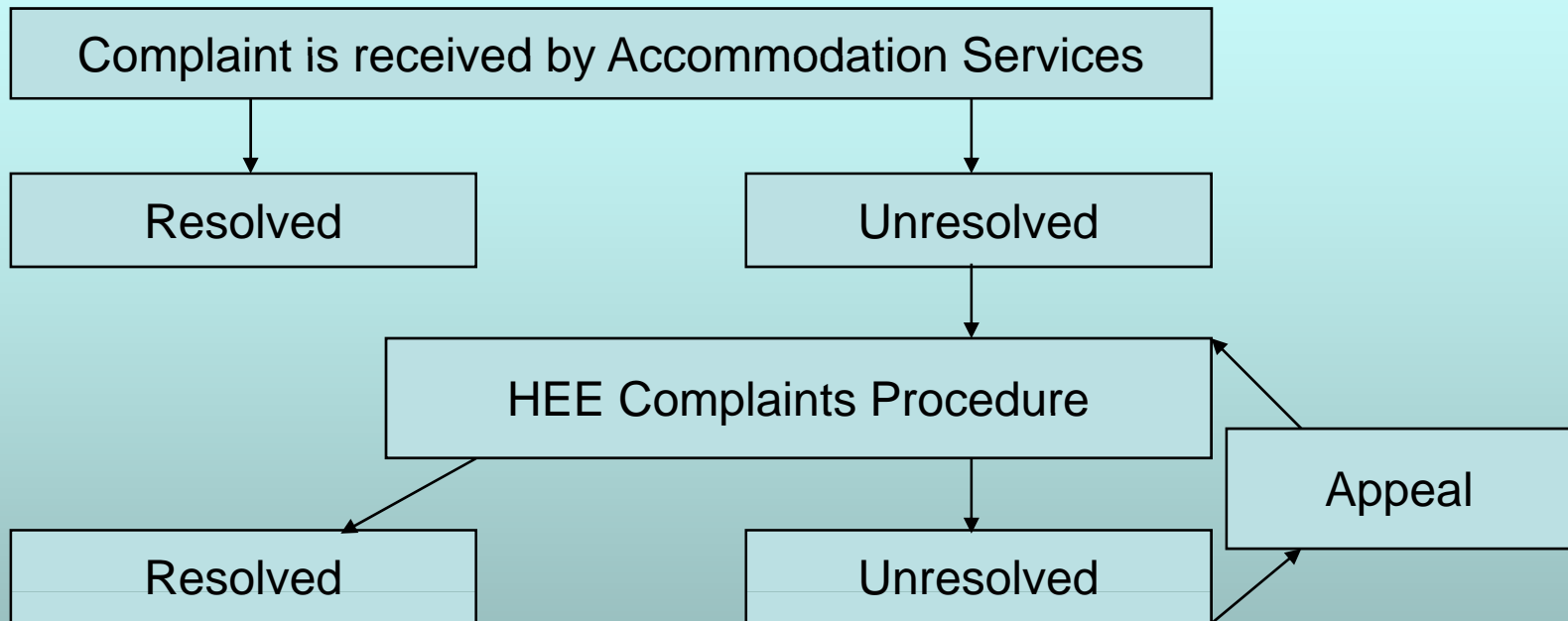
How can the code help?

- Help set out good management of complaints
- Improve relationships with tenants
- Show the students that we have a robust procedure to handle any negative issues they experience

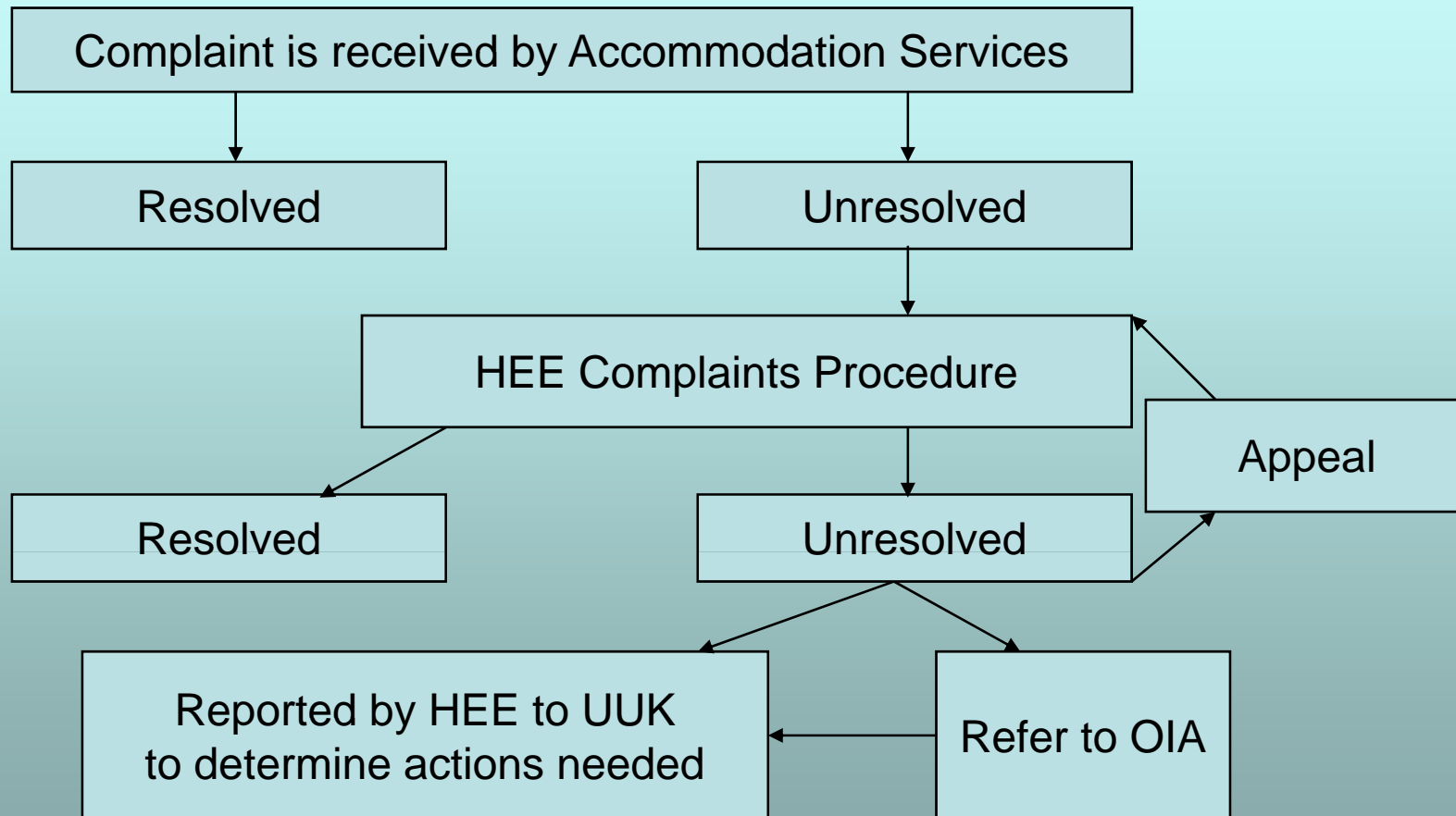
How will the code change our internal complaints procedures?

- Ensure students understand their obligations as tenants
- Identify trends of complaints across the sector
- Enable us and UUK to identify any issues that are happening nationally and advise accordingly
- Give us a generic approach to how complaints are handled – sing from the same song sheet!

What happened before?



What happens now?



When should a student complaint be submitted to UUK?

- When a complaint is relevant to the code!
- When a complaint is 'significant' - escalated to the most senior body within the HEE
- When the student is not happy with the result of the outcome following the internal complaints procedure
- When a complaint has been referred to the OIA

When should a student complaint be submitted to UUK?

- When several students have experienced the same problem (via the Students Union)
- If the problem is seen as serious enough that immediate action is necessary.
- Reminder: Annually all complaints involving breaches of the code must be reported to UUK

How is a complaint submitted?

- www.uukcode.info

Advice given to the students is:

- If you are not happy with the way your hall of residence is being run, use your university's internal complaints procedure and lodge a complaint under their Code of Standards.

How is a complaint submitted?

- If you have been through the internal complaints procedure and you are not satisfied with the end result, you can get in touch with the OIA if you are studying in England or Wales: For more information, go to: www.oiahe.org.uk
- Make use of your students' union. If many students share the same problem or if your problem is quite serious, it is always a good idea to talk to your students' union welfare officer or student representative, to help resolve any issues.

What are the complaints received?

- Since September 2007:
- 7 complaints for non-observance
- Student was misled about accommodation and that the accommodation offered did not match her specific preferences
- Room not adequate for disability
- 3 x Noise/mess caused by other parties
- Excessive fines for fire alarm misuse
(OIA upheld leading to procedural review within HEE)

What are the complaints received?

- Student complained that an unauthorised person and his dog were found walking around the corridors behaving in a frightening and bizarre manner!
- All residents were contacted and advised about security procedures
- Resolved.

What happens in Sheffield?

- Residential Support Co-ordinator
- Students Union Advice Centre
- Student Academic Services
- Formal Complaints Process
 - Well publicised and available for students to be referred to
- Community Work
 - 4.5 Students should be mindful of the proximity of neighbours both within properties and in the wider community

Sheffield Hallam Students Union



Hallam Volunteering

- Provide a community need
- 30 Project
- 514 Hallam Volunteers
- 2513 Beneficiaries
- 12,265 Hours of commitment

Water Campaign

- Actively tackling Binge Drinking
- 3000 Bottles
- How do you want to end your night?
- During Night time entertainment events
- Direct impact on other community areas

Advice Centre

- 6000 students per year
- Drop in sessions
- Strong community relations
- Support and guidance for students

Moving forward

- The union looks forward to working with the University to adopt the code in order to provide a better relationship with police and the local community groups.

