Complaints procedure for local residents

Submit an email or an online form to community@brookes.ac.uk or call 01865 484428

The following process is used for dealing with complaints raised by local residents regarding concerns they have with students studying at Oxford Brookes University. All complaints are logged and this data is used to inform our strategy on dealing with complaints.

In the first instance we use the information supplied to confirm if there has been involvement from Oxford Brookes University students.

### Phase One: Raising awareness and education

Sometimes disturbances happen because students are not aware of the impact their actions are having on their neighbours. This phase helps to raise awareness and stresses the need for students to show consideration and take responsibility for their actions.

#### Step 1:
If the property is registered as being rented out by students studying at Brookes, we write to the students in the house and investigate the issue with them. We expect a response within five working days and this is relayed to the complainant.

If the property is not registered as being rented out by students studying at Brookes we inform the complainant.

#### Step 2:
If the matter persists or further complaints are received we call a meeting with the students to discuss the concerns in more detail.

At any point in Phase One, students can be called before a Dean to discuss their behaviour and possible consequences of their actions should they continue to behave in a way that could bring the university’s reputation into disrepute.

### Phase Two – Mediation (where appropriate)

Sometimes it may be appropriate to offer mediation to help resolve disputes between students and permanent local residents. This will involve the students, permanent residents and representatives from the university (and possibly the university Police Community Support Officers) and will take place at the university.

### Phase Three – Disciplinary

If the action from the mediation is not taken forward or further complaints are received, the matter is referred or further investigation which could result in disciplinary action.

If a satisfactory response is received from the students, we close the complaint and inform both the students and the complainant that the complaint is resolved.

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*Please Note: At any point in the process any complaint can be escalated at the discretion of the Community Engagement Office staff and disciplinary action can take place earlier in the process by the Community Conduct Officer.*