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

In the first instance we check our records to confirm the property is rented out by students studying at Brookes.

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 10 working days and this is relayed to the complainant.

2. If the matter persists or further complaints are received we call a meeting with the students to discuss the concerns.

3. If this is not successful and the issue cannot be resolved a mediation session with the complainant and the students is organised.

4. If the action from the mediation is not taken forward or further complaints are received, the matter is referred to the Head of Student Services for further investigation, including the possibility of disciplinary action or fines.