

Residents' Complaint Procedure
Contact Andrea Siret, Customer Relationship Manager on
community@brookes.ac.uk or 01865 484451

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.

