

*September 2022*

**Complaints concerning College accommodation**

If Junior Members have a complaint about some aspect of their accommodation which they feel has not been resolved to their satisfaction, they should contact the following people:

| <b>Complaint type</b> | <b>First Contact</b>                       | <b>If unresolved within reasonable timeframe contact</b> | <b>If still unresolved</b> |
|-----------------------|--|--|----------------------------|
| Housekeeping services | Domestic Services Manager<br>(Ellen Baker) | Home Bursar<br>(Gez Wells)                               | Warden                     |
| Maintenance Issues    | Clerk of Works<br>(Michael Collett)        |  |                            |