

## **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 (Ellen Baker)	Home Bursar (Gez Wells)	Warden
Maintenance Issues	Clerk of Works (Michael Collett)	Home Bursar (Gez Wells)	Warden
Conduct of room ballot	Assistant Home Bursar (Emily Meeson)	Home Bursar (Gez Wells)	Dean (Michael Burden)
Other services relating to accommodation	Assistant Home Bursar (Emily Meeson)	Home Bursar (Gez Wells)	Warden
Complaints about the conduct of neighbours or issues detracting from the 'peaceful enjoyment' of accommodation	Assistant Dean (Gideon Elford)	Dean (Michael Burden)	Warden