



# September 2024

## **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	Accommodation Manager (Ryan Shaw)	Assistant Home Bursar (Emily Meeson)	Home Bursar
Maintenance Issues	Clerk of Works		