

LSE Residential Services Division Complaints Procedure

Last updated: 16 October 2025

Our service

LSE Residential Services provides accommodation and related services to LSE students, staff, visiting academics and vacation visitors.

We are committed to providing a high-quality service that is accessible to all our customers, in a safe, secure, friendly, clean and customer-focused environment. [See: [Service Charter](#)]

We recognise that sometimes we might get things wrong and when we do, we want to work together with you to put them right.

Our complaints procedure applies to you if you are a customer of LSE Residential Services. We take all complaints seriously and aim to resolve them promptly. We log and track complaints through to resolution and our senior management team review complaints annually.

What is the definition of a complaint?

A complaint is an expression of dissatisfaction with our service. This includes Reception, Housekeeping, Catering, Security, Facilities Management and Maintenance, IT, Residential Life (including pastoral support), Sales and Marketing (online booking, website and advertising), Accommodation Office (accommodation applications) and Residences Fees.

Routine maintenance fault reporting is treated as a service request and does not fall under this procedure. Complaints about standards of maintenance will be treated under this procedure.

How to make a complaint?

If you would like to make a complaint or give feedback about our service, we request that you follow the four stages as laid out in this procedure. Please refer to page 8 for details of how to make a complaint for 3rd party managed halls.

Stage 1 - Resolution is straightforward and requires little or no investigation

Stage 2 - Escalation in the event of unsatisfactory resolution at Stage 1

Stage 3 - Escalation in the event of unsatisfactory resolution at Stage 2

Stage 4 - Appeals in the event of unsatisfactory resolution at Stage 3

Stage 1 - Resolution is straightforward and requires little or no investigation

Wherever possible, we want to resolve your complaint locally at your first point of contact with a member of our staff team. To help us, please contact the staff member who is directly involved in providing the service, so that they can deal with the issue and resolve it for you. You can use different ways to make your complaint such as by letter, email, or in person. The contact details for each service area are stated in the table below.

Response time: if we cannot resolve your complaint immediately, or if you contact us via email or letter, we will aim to send an initial response to your complaint or feedback within two working days. In this first response, we will tell you how we hope to resolve your complaint and where possible, we will provide an estimated time of completion. Where a complaint has been sent to a member of staff who is not available to deal with the enquiry, eg staff on holiday etc, an out-of-office response will be sent directing the customer to who should be contacted in their absence. Alternatively, please contact residencesandcatering.complaints@lse.ac.uk.

Follow-up: we will provide you with regular updates about the progress of the resolution, if applicable.

Contact details for Stage 1 complaints and feedback		
Site	Service area	Contact details
Bankside House	Reception	Rena Brand, r.brand1@lse.ac.uk , +44 (0)20 7107 5750
	Security/ Facilities Management/ Maintenance/ Housekeeping	Jackie Woodley, j.s.woodley@lse.ac.uk , +44 (0)20 7107 5770
	Catering	Ana Martinez-Badia, a.m.martinez-badia@lse.ac.uk , +44 (0)20 7107 5765
	Residential Life	Tina Giannopoulou, k.giannopoulou@lse.ac.uk , +44 (0)20 7106 1257
Butler's Wharf Residence	Reception	Rena Brand, r.brand1@lse.ac.uk , +44 (0)20 7107 5750
	Security/ Facilities Management/Maintenance/ Housekeeping	Jackie Woodley, j.s.woodley@lse.ac.uk , +44 (0)20 7107 5770

	Residential Life	Tina Giannopoulou, k.giannopoulou@lse.ac.uk , +44 (0)20 7106 1257
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Carr-Saunders Hall	Reception	Rosa Gil, r.gil@lse.ac.uk , +44 (0)20 7107 5838
	Security/ Facilities Management/ Housekeeping/ Maintenance	Jackie Woodley, j.s.woodley@lse.ac.uk , +44 (0)20 7107 5770
	Catering	Ana Martinez-Badia, a.m.martinez-badia@lse.ac.uk , +44 (0)20 7107 5765
	Residential Life	Ju Jeong, j.m.jeong@lse.ac.uk , +44 20 7106 7506
High Holborn Residence	Reception	Stephane Bitty, k.s.bitty@lse.ac.uk , +44 (0)20 7107 5712
	Security/ Facilities Management/ Housekeeping/ Maintenance	Bally Nandra, b.nandra@lse.ac.uk , +44 (0)20 7107 5732
	Catering during vacations	Ana Martinez-Badia, a.m.martinez-badia@lse.ac.uk , +44 (0)20 7107 5765
	Residential Life	Iqbal Hussain, i.hussain6@lse.ac.uk , +44 20 7106 6855

Passfield Hall	Reception	Rosa Gil, r.gil@lse.ac.uk , +44 (0)20 7107 5838
	Security/ Facilities Management/ Maintenance/ Housekeeping	Bally Nandra, b.nandra@lse.ac.uk , +44 (0)20 7107 5732
	Catering	Ana Martinez-Badia, a.m.martinez-badia@lse.ac.uk , +44 (0)20 7107 5765
	Residential Life	Ju Jeong j.m.jeong@lse.ac.uk , +44 20 7106 7506
Rosebery Hall	Reception	Rosa Gil, r.gil@lse.ac.uk , +44 (0)20 7107 5838
	Security/ Facilities Management/ Maintenance/ Housekeeping	Bally Nandra, b.nandra@lse.ac.uk , +44 (0)20 7107 5732
	Catering	Ana Martinez-Badia, a.m.martinez-badia@lse.ac.uk , +44 (0)20 7107 5765
	Residential Life	Ju Jeong, j.m.jeong@lse.ac.uk , +44 20 7106 7506
Accommodation Office	Private Accommodation	accommodation@lse.ac.uk +44 (0)20 7955 6431
	Halls of Residence	accommodation@lse.ac.uk +44 (0)20 7955 7531
	Stay at LSE Vacation Bookings	stay@lse.ac.uk +44 (0)20 3437 0050
	Summer School Accommodation Bookings	residences.summerschool@lse.ac.uk +44 (0)20 3437 0050

	Faculty Accommodation	Samantha Da-Costa, <u>s.e.da-costa@lse.ac.uk</u> +44 (0)20 7955 7023
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Stage 2 - Escalation in the event of unsatisfactory resolution at Stage 1

At Stage 2, we ask you to contact the senior manager for the service area about which you had cause for complaint. Contact details are stated in the table below. Please also include the following details when you contact us:

- A) Your name
- B) Your full postal address
- C) Any booking reference or student ID number
- D) Details of your complaint
- E) Your resolution requirements, ie how you would like us to resolve your complaint
- F) A daytime contact telephone number

Response time: the senior manager will aim to send an initial response to you within 3 working days*. In the initial response, where appropriate, the result of any investigation will be stated, guidance on the proposed resolution will be offered and where possible an estimated time of completion will be provided.

Follow-up: every effort will be made to resolve the issue at this stage and provide regular progress updates.

Contact details for Stage 2 complaints	
Site or service area	Contact details
Bankside House, Butler's Wharf Residence, Carr-Saunders Hall, High Holborn Residence, Passfield Hall, Rosebery Hall	Seema Adia, Deputy Head of Residential Operations <u>s.adia@lse.ac.uk</u> , +44 (0)20 7955 6786
Student Term Bookings, Student Vacation Bookings and Private Accommodation	Elisabeth Gooby, <u>e.f.gooby@lse.ac.uk</u> , +44 (0)20 7107 7531
Stay at LSE Vacation Bookings, Summer School Accommodation Bookings	Giuliana De-Angelis, <u>g.de-angelis@lse.ac.uk</u> , +44 (0)20 3437 0050
Faculty Accommodation	Seema Adia, Deputy Head of Residential Operations <u>s.adia@lse.ac.uk</u> , +44 (0)20 7955 6786

Catering	Alice To, a.to1@lse.ac.uk , +44 (0)20 7955 7220
Residential Life	James Greenwood, r.j.greenwood@lse.ac.uk , +44 (0)20 7107 5716

Stage 3 - Escalation in the event of unsatisfactory resolution at Stage 2

If your complaint has not been resolved at Stage 2, please contact the relevant senior manager below.

Response time: The relevant contact will aim to send an initial response to the customer within 3 working days from when he/she receives the complaint (or sooner in the event of an emergency).

Where a complaint has been sent to a member of staff who is not available to deal with the enquiry, eg staff on holiday etc, an out-of-office response will be sent directing the customer to who should be contacted in their absence. Alternatively, please contact residencesandcatering.complaints@lse.ac.uk.

In the initial response, where appropriate, the result of any investigation will be stated, guidance on the proposed resolution will be offered and where possible an estimated time of completion will be provided.

Follow-up: Every effort will be made to resolve the issue at this stage.

Contact details for Stage 3 complaints	
Service area	Contact details
Facilities Management/ Housekeeping, Maintenance/ Security	Allan Blair, Director of Facilities Management, a.blair1@lse.ac.uk , +44 (0)20 7955 6748
Reception	Hannah Kearns, Head of Residential Operations h.m.kearns@lse.ac.uk , +44 (0)20 7107 5091
Catering	David Jones, Head of Catering, d.w.jones1@lse.ac.uk , +44 (0)20 7955 7220
Stay at LSE Vacations Bookings	Seema Adia, Deputy Head of Residential Operations s.adia@lse.ac.uk , +44 (0)20 7955 6786
Student Term Bookings, Student Vacation Bookings, Summer School Accommodation	Hannah Kearns, Head of Residential Operations h.m.kearns@lse.ac.uk , +44 (0)20 7107 5091

Bookings, Private Accommodation and Faculty Accommodation	
Residential Life	Nominated manager, will be confirmed at Stage 2

Stage 4: Appeals in the event of unsatisfactory resolution at Stage 3

If your complaint has not been resolved at Stage 3, please contact the Director of LSE Residential Services.

Response time: The Director of Residential Service will aim to send an initial response to you within 3 working days* from receiving the complaint. In the initial response, where appropriate, the result of any investigation will be stated, guidance on the proposed resolution will be offered and where possible an estimated time of completion will be provided.

Where a complaint has been sent to a member of staff who is not available to deal with the enquiry, eg staff on holiday etc, an out-of-office response will be sent directing the customer to who should be contacted in their absence. Alternatively, please contact residencesandcatering.complaints@lse.ac.uk.

Follow-up: This is the final step in the complaints procedure and the intent is that if all previous stages for resolving the complaint fail the Director of Residential Services will resolve the issue. However, in the rare event where a follow up is needed the Director of Residential Services will advise you on a contact for follow-up.

Contact details for Stage 4 complaints

Ian Spencer, Director of Residential Services, i.spencer@lse.ac.uk, +44 (0)20 7955 7083

How to make a complaint if you are a student in a 3rd party managed hall

Robeson House, EQUANS Student Housing

Stage 1 complaints and feedback	
Reception	Sasha Ghorpade s.ghorpade@lse.ac.uk +44 (0)20 7 362 4170
Room Allocation	accommodation@lse.ac.uk , +44 (0)20 7955 6431
Security/Facilities Management/ Maintenance/ Housekeeping	EQUANS helpdesk: robeson.helpdesk@service.equans.co.uk +44 (0) 1135 267173
Residential Life	Tina Giannopoulou, k.giannopoulou@lse.ac.uk , +44 (0)20 7106 1257
Stage 2 complaints	
Reception	Seema Adia, Deputy Head of Residential Operations s.adia@lse.ac.uk , +44 (0)20 7955 6786
Room Allocation	Elisabeth Gooby, e.f.gooby@lse.ac.uk , +44 (0)20 7107 7531
Security/Facilities Management/ Maintenance/ Housekeeping	EQUANS Account Manager chris.stone@equans.com +447855961652
Residential Life	James Greenwood, r.j.greenwood@lse.ac.uk , +44 (0)20 7107 5716
Stage 3 complaints	
Reception	Hannah Kearns, h.m.kearns@lse.ac.uk , +44 (0)20 7107 5091
Room Allocation	Hannah Kearns, h.m.kearns@lse.ac.uk , +44 (0)20 7107 5091
Security/Facilities Management/ Maintenance/ Housekeeping	EQUANS Account Manager chris.stone@equans.com +447855961652

Stage 4 complaints	
Room Allocation	Ian Spencer, i.spencer@lse.ac.uk , +44 (0)20 7955 7083
Reception/ Housekeeping/ Security/Facilities Management/ Maintenance	Ian Robinson Ian.Robinson@equans.com +447384973956

Sidney Webb House, Unite Student Housing

Stage 1 complaints and feedback	
Reception/ Housekeeping/ Security/Facilities Management/ Maintenance	SidneyWebbHouse.Team@unitestudents.com
Administration/ Room Allocation	accommodation@lse.ac.uk , +44 (0)20 7955 6431
Residential Life	Tina Giannopoulou, k.giannopoulou@lse.ac.uk , +44 (0)20 7106 1257
Stage 2 complaints	
Reception/ Housekeeping/ Security/Facilities Management/ Maintenance	Germano Izzo germano.izzo@unitestudents.com
Residential Life	James Greenwood, r.j.greenwood@lse.ac.uk , +44 (0)20 7107 5716
Administration/Room Allocation	Elisabeth Gooby, e.f.gooby@lse.ac.uk , +44 (0)20 7107 7531
Stage 3 complaints	
Reception/ Housekeeping/ Security/Facilities Management/ Maintenance	Maria Klug Maria.Klug@unitestudents.com
Administration/ Room Allocation	Hannah Kearns, h.m.kearns@lse.ac.uk , +44 (0)20 7107 5091

Stage 4 complaints	
Reception/ Housekeeping/ Security/Facilities Management/ Maintenance	Stefan Kowalczyk stefan.kowalczyk@unitestudents.com
Administration/Room Allocation	Ian Spencer, i.spencer@lse.ac.uk , +44 (0)20 7955 7083

urbanest Westminster Bridge

Stage 1 complaints and feedback	
Anne-Marie Jeanneret, Operations Manager – Front of House	ajeanneret@urbanest.co.uk +44 (0) 207 042 7890
Stage 2 complaints	
Katheryn Fevrier, Customer Standards Manager	kfevrier@urbanest.co.uk +44 (0)20 7042 7890
Stage 3 complaints	
Karl Velinor, City Operations Director	kvelinor@urbanest.co.uk +44 (0)20 7042 7890
Stage 4 complaints	
Mark Smithers-Bell, Director of Operational Strategy	lvazifdar@urbanest.co.uk

University of London Intercollegiate Halls

Download the complaints procedure for University of London Intercollegiate Halls at
https://www.london.ac.uk/sites/default/files/file-uploads/2022-03/Student_Complaints_Procedure_2022.pdf.

Lilian Knowles, Sanctuary Housing

Stage 1 complaints and feedback

Reception	lilianknowleshouse@sanctuary.co.uk
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Stage 2 complaints

Christine Depass, Accommodation Manager	christine.depass@sanctuary.co.uk , +44 (0)20 7492 4960
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To see the complaints procedure for Sanctuary Housing, visit: [Complaints | Sanctuary Students \(sanctuary-students.com\)](#).

Help and advice: If you have any queries about this procedure or need further advice, please write to us at our email address: residencesandcatering.complaints@lse.ac.uk.

Version	14
Last Revised	22 February 2021

Amendments	
06 October 2022	Update to contacts for LSE and 3 rd party managed halls
21 August 2023	Update to contacts for LSE and 3 rd party managed halls
14 September 2023	Update to contacts for LSE and 3 rd party managed halls
18 June 2024	Update to contacts for LSE and 3 rd party managed halls
24 January 2025	Update to contacts for LSE and 3 rd party managed halls
23 May 2025	Update to contacts for LSE and 3 rd party managed halls
27 June 2025	Update to contacts for LSE
16 October 2025	Update to contacts for LSE and 3 rd party managed halls