

# LSE Residential Services Division Complaints Procedure

Last updated: 06 October 2021

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## 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), Residential Services 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 3<sup>rd</sup> 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](mailto: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	Seema Adia, <a href="mailto:s.adia@lse.ac.uk">s.adia@lse.ac.uk</a> , +44 (0)20 7107 5750
	Security/ Facilities Management/ Maintenance/ Housekeeping	Jackie Woodley, <a href="mailto:j.s.woodley@lse.ac.uk">j.s.woodley@lse.ac.uk</a> , +44 (0)20 7107 5770
	Catering	Stephen Swarbrick, <a href="mailto:s.swarbrick@lse.ac.uk">s.swarbrick@lse.ac.uk</a> , +44 (0)20 7955 6643
	Residential Life	Fabio Valencia, <a href="mailto:f.o.valencia@lse.ac.uk">f.o.valencia@lse.ac.uk</a> , +44 (0)20 7106 1257
Butler's Wharf Residence	Reception	Rosa Gil, <a href="mailto:r.gil@lse.ac.uk">r.gil@lse.ac.uk</a> , +44 (0)20 7107 5803
	Security/ Facilities Management/Maintenance/ Housekeeping	Jackie Woodley, <a href="mailto:j.s.woodley@lse.ac.uk">j.s.woodley@lse.ac.uk</a> , +44 (0)20 7107 5770
	Residential Life	Fabio Valencia, <a href="mailto:f.o.valencia@lse.ac.uk">f.o.valencia@lse.ac.uk</a> , +44 (0)20 7106 1257



<b>Carr-Saunders Hall</b>	Reception/ Security/ Facilities Management/ Housekeeping/ Maintenance	Minaxi Patel, <a href="mailto:m.patel8@lse.ac.uk">m.patel8@lse.ac.uk</a> , +44 (0)20 7107 5881
	Catering	Stephen Swarbrick, <a href="mailto:s.swarbrick@lse.ac.uk">s.swarbrick@lse.ac.uk</a> , +44 (0)20 7955 6643
	Residential Life	Ju Jeong, <a href="mailto:j.m.jeong@lse.ac.uk">j.m.jeong@lse.ac.uk</a> , +44 20 7106 7506
<b>High Holborn Residence</b>	Reception	Stephane Bitty, <a href="mailto:k.s.bitty@lse.ac.uk">k.s.bitty@lse.ac.uk</a> , +44 (0)20 7107 5712
	Security/ Facilities Management/ Housekeeping/ Maintenance	Bally Nandra, <a href="mailto:b.nandra@lse.ac.uk">b.nandra@lse.ac.uk</a> , +44 (0)20 7107 5732
	Catering during vacations	Stephane Bitty, <a href="mailto:k.s.bitty@lse.ac.uk">k.s.bitty@lse.ac.uk</a> , +44 (0)20 7107 5964
	Residential Life	Iqbal Hussain, <a href="mailto:i.hussain6@lse.ac.uk">i.hussain6@lse.ac.uk</a> , +44 20 7106 6855



<b>Passfield Hall</b>	Reception/ Security/ Facilities Management/ Maintenance/ Housekeeping	Minaxi Patel, <a href="mailto:m.patel8@lse.ac.uk">m.patel8@lse.ac.uk</a> , +44 (0)20 7107 5911
	Catering	Stephen Swarbrick, <a href="mailto:s.swarbrick@lse.ac.uk">s.swarbrick@lse.ac.uk</a> , +44 (0)20 7955 6643
	Residential Life	Ju Jeong <a href="mailto:j.m.jeong@lse.ac.uk">j.m.jeong@lse.ac.uk</a> , +44 20 7106 7506
<b>Rosebery Hall</b>	Reception/ Security/ Facilities Management/ Maintenance/ Housekeeping	Rosa Gil, <a href="mailto:r.gil@lse.ac.uk">r.gil@lse.ac.uk</a> , +44 (0)20 7107 5838
	Catering	Stephen Swarbrick, <a href="mailto:s.swarbrick@lse.ac.uk">s.swarbrick@lse.ac.uk</a> , +44 (0)20 7955 6643
	Residential Life	Ju Jeong, <a href="mailto:j.m.jeong@lse.ac.uk">j.m.jeong@lse.ac.uk</a> , +44 20 7106 7506
<b>LSE Vacations</b>	LSE Vacations Team	<a href="mailto:vacations@lse.ac.uk">vacations@lse.ac.uk</a> +44 (0)20 3437 0050
<b>Residential Services Office</b>	Private Accommodation	<a href="mailto:accommodation@lse.ac.uk">accommodation@lse.ac.uk</a> +44 (0)20 7955 6431
	Halls of Residence	<a href="mailto:accommodation@lse.ac.uk">accommodation@lse.ac.uk</a> +44 (0)20 7955 7531
<b>Faculty Accommodation</b>	Faculty Accommodation	Samantha Da-Costa, <a href="mailto:s.e.da-costa@lse.ac.uk">s.e.da-costa@lse.ac.uk</a> , +44 (0)20 7955 7023

## 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, Northumberland House, Passfield Hall, Rosebery Hall	Hannah Kearns, Head of Operations <a href="mailto:h.m.kearns@lse.ac.uk">h.m.kearns@lse.ac.uk</a> , +44 (0)20 7107 5091
Residential Services Office	Elisabeth Gooby, <a href="mailto:e.f.gooby@lse.ac.uk">e.f.gooby@lse.ac.uk</a> , +44 (0)20 7107 7531
LSE Vacations	Giuliana De-Angelis, <a href="mailto:g.de-angelis@lse.ac.uk">g.de-angelis@lse.ac.uk</a> , +44 (0)20 3437 0050
Faculty Accommodation	Fiona Tomasi, <a href="mailto:f.tomasi@lse.ac.uk">f.tomasi@lse.ac.uk</a> , +44 (0)20 7955 7370
Catering	Alice To, <a href="mailto:a.to1@lse.ac.uk">a.to1@lse.ac.uk</a> , +44 (0)20 7955 7220
Residential Life	James Greenwood, <a href="mailto:r.j.greenwood@lse.ac.uk">r.j.greenwood@lse.ac.uk</a> , +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](mailto: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 href="mailto:a.blair1@lse.ac.uk">a.blair1@lse.ac.uk</a> , +44 (0)20 7955 6748
Reception	Nominated manager, will be confirmed at Stage 2
Catering	Jacqui Beazley, Head of Catering, <a href="mailto:j.beazley@lse.ac.uk">j.beazley@lse.ac.uk</a> , +44 (0)20 7955 7220
LSE Vacations	Fiona Tomasi <a href="mailto:f.tomasi@lse.ac.uk">f.tomasi@lse.ac.uk</a> , +44 (0)20 7955 7370
Residential Services Office	Hannah Kearns, Head of Operations <a href="mailto:h.m.kearns@lse.ac.uk">h.m.kearns@lse.ac.uk</a> , +44 (0)20 7107 5091
Residential Life	Nominated manager, will be confirmed at Stage 2
Faculty Accommodation	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](mailto: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](mailto: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

### Sidney Webb House, Unite Student Housing

<b>Stage 1 complaints and feedback</b>	
Reception/ Housekeeping	<a href="mailto:Rollo.Prince@unite-students.com">Rollo.Prince@unite-students.com</a>
Security	<a href="mailto:Ravi.Sreedharan@unite-students.com">Ravi.Sreedharan@unite-students.com</a>
Facilities Management/ Maintenance	<a href="mailto:Kamila.Kaminska@unite-students.com">Kamila.Kaminska@unite-students.com</a>
Administration/ Room Allocation	<a href="mailto:accommodation@lse.ac.uk">accommodation@lse.ac.uk</a> , +44 (0)20 7955 6431
Residential Life	Fabio Valencia, <a href="mailto:f.o.valencia@lse.ac.uk">f.o.valencia@lse.ac.uk</a> , +44 (0)20 7106 1257
<b>Stage 2 complaints</b>	
Reception/Housekeeping	<a href="mailto:Jason.Blair@unite-students.com">Jason.Blair@unite-students.com</a>
Security/ Facilities Management/Maintenance	<a href="mailto:Sarah.Reynolds@unite-students.com">Sarah.Reynolds@unite-students.com</a>
Residential Life	James Greenwood, <a href="mailto:r.j.greenwood@lse.ac.uk">r.j.greenwood@lse.ac.uk</a> , +44 (0)20 7107 5716
Administration/Room Allocation	Elisabeth Gooby, <a href="mailto:e.f.gooby@lse.ac.uk">e.f.gooby@lse.ac.uk</a> , +44 (0)20 7107 7531
<b>Stage 3 complaints</b>	
Reception/ Housekeeping	<a href="mailto:Sarah.Reynolds@unite-students.com">Sarah.Reynolds@unite-students.com</a>
Security/ Facilities Management/Maintenance	<a href="mailto:Sarah.Reynolds@unite-students.com">Sarah.Reynolds@unite-students.com</a>
Administration/ Room Allocation	Hannah Kearns, <a href="mailto:h.m.kearns@lse.ac.uk">h.m.kearns@lse.ac.uk</a> , +44 (0)20 7107 5091
<b>Stage 4 complaints</b>	



Administration/Room Allocation	Ian Spencer, <a href="mailto:i.spencer@lse.ac.uk">i.spencer@lse.ac.uk</a> , +44 (0)20 7955 7083
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## urbanest Westminster Bridge

<b>Stage 1 complaints and feedback</b>	
James Forsythe, Property Manager	<a href="mailto:jforsythe@urbanest.co.uk">jforsythe@urbanest.co.uk</a>
<b>Stage 2 complaints</b>	
Karl Velinor, City Operations Manager	<a href="mailto:kvelinor@urbanest.co.uk">kvelinor@urbanest.co.uk</a> , +44 (0)20 7042 7890
<b>Stage 3 complaints</b>	
Phee Mann-Bryans, City Operations Manager	<a href="mailto:pmann-bryans@urbanest.co.uk">pmann-bryans@urbanest.co.uk</a> , +44 (0)20 7042 7890
<b>Stage 4 complaints</b>	
Mark Smithers-Bell, Director of Operational Strategy	<a href="mailto:lvazifdar@urbanest.co.uk">lvazifdar@urbanest.co.uk</a>

## urbanest King's Cross

<b>Stage 1 complaints and feedback</b>	
Anne-Marie Jeanneret, Property Manager	<a href="mailto:ajeanneret@urbanest.co.uk">ajeanneret@urbanest.co.uk</a>
<b>Stage 2 complaints</b>	
Phee Mann-Bryans, City Operations Manager	<a href="mailto:pmann-bryans@urbanest.co.uk">pmann-bryans@urbanest.co.uk</a> , +44 (0)20 7042 7890
<b>Stage 3 complaints</b>	
Karl Velinor, City Operations Manager	<a href="mailto:kvelinor@urbanest.co.uk">kvelinor@urbanest.co.uk</a> +44 (0)20 7042 7890

Stage 4 complaints	
Mark Smithers-Bell, Director of Operational Strategy	<a href="mailto:lvazifdar@urbanest.co.uk">lvazifdar@urbanest.co.uk</a>

## University of London Intercollegiate Halls

Download the complaints procedure for University of London Intercollegiate Halls at <https://housing.london.ac.uk/complaints>.

## Lilian Knowles, Sanctuary Housing

Stage 1 complaints and feedback	
Reception	<a href="mailto:Lilianknowles.house@sanctuary-students.com">Lilianknowles.house@sanctuary-students.com</a>
Stage 2 complaints	
Christine Depass, Accommodation Manager	<a href="mailto:Christine.Depass@sanctuary-housing.co.uk">Christine.Depass@sanctuary-housing.co.uk</a> , +44 (0)20 7492 4960

To see the complaints procedure for Sanctuary Housing, visit: [www.sanctuary-students.com/complaints](http://www.sanctuary-students.com/complaints).

**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](mailto:residencesandcatering.complaints@lse.ac.uk).

<b>Version</b>	14
<b>Last Revised</b>	22 February 2021

Amendments	
<b>4 March 2019</b>	Correction to email address for urbanest stage 4 complaints
<b>11 March 2019</b>	Replace contact for stage 1 housekeeping/reception complaints for Butler's Wharf Residence

<b>4 April 2019</b>	Replace Stage 1 contacts for urbanest Westminster Bridge and urbanest King's Cross
<b>14 May 2020</b>	Update to contacts for LSE and third-party halls
<b>22 February 2021</b>	Replace contact for Stage 1 catering complaints and Stage 2 complaints for LSE managed halls. Update to stage 1 complaints for urbanest, King's Cross.
<b>06 October 2021</b>	Update to contacts for LSE