

# LSE Residential Services Division

## Service Charter

V1 October 2014

### Our service

LSE Residential Services provides accommodation and related services in halls of residence 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. This Service Charter outlines the standards of service that you can expect from us, and how we will deliver them.

#### **LSE Residential Services is committed to:**

- Providing accommodation that is priced to suit different preferences, needs, and budgets.
- Maintaining the accommodation in good order to provide a safe, secure and clean living environment.
- Providing accommodation that is in close proximity and has good transport links to the School.
- Providing clear and accurate information about prices, facilities, and services.
- Allocating and offering spaces fairly and as close to a student's preferences as availability permits.
- Prioritising students with disabilities for LSE accommodation.
- Providing pastoral support for student residents as part of our Residential Life programme.
- Providing healthy, good quality food with vegetarian and halal options.
- Contributing to the LSE Environmental Policy by helping to create a community in which staff, students and visitors have the opportunity to individually and collectively support the School in protecting the environment.
- Meeting the Universities UK/Guild HE Code of Practice for the Management of Student Housing.

#### **To deliver on this commitment, we will:**

- Actively seek customer feedback on the experience of our service, to determine that we are delivering the level of service as promised in our charter.
- Embrace customer feedback and any changes that help shape and improve our services.
- Respond to all enquiries, feedback and complaints quickly and efficiently.
- Treat our customers with respect, courtesy and consideration, regardless of their age, sexual orientation, religious belief, gender, ability or race.
- Ensure that our staff are trained to mediate, bringing a quick and successful resolution to all complaints.
- Organise our processes and train our staff in such a way that we meet the Universities UK/Guild HE Code of Practice for the Management of Student Housing.

#### **You can help us by:**

- Providing us with feedback on your experience, and - in the case that you are not satisfied with our service - letting us know where we fell short of your expectations, and how we can improve.

We take all complaints very seriously, and will deal with them locally and immediately where we can. If your complaint cannot be resolved immediately, it will be referred to the next line manager. If your complaint is not resolved to your satisfaction in the first instance, or if it is not appropriate for an informal resolution to be sought, you should follow our complaints procedure. For a copy, visit our website at [lse.ac.uk/residentialservices](http://lse.ac.uk/residentialservices), ask a member of staff or email [residencesandcatering.complaints@lse.ac.uk](mailto:residencesandcatering.complaints@lse.ac.uk).