



Accommodation Complaints Procedure

If a student, parent or member of the public wishes to make a complaint please write to the Head of Accommodation at CCG. This complaint can be handed in to the appropriate Supervisor at the Halls of Residence, to the Accommodation staff in the Accommodation / International Office or sent by post or email. The email address is accommodation@chichester.ac.uk.

Following an investigation, a full response will be sent to the originator of the complaint. Written complaints to the Accommodation Office will be replied to in writing within five working days in line with the College Feedback and Complaints procedure. This can be found on the College website and on Chi-online. A hard copy is available upon request.

If you are not satisfied with the response you receive, the complaint will be sent to the Quality Improvement Co-ordinator who will follow the College procedure to escalate it to the relevant member of the Senior Management Team.

CCG is committed to ensuring that complaints are dealt with effectively, reasonably and in a manner sensitive to all involved.

Westgate Halls of Residence is a member of the National Code of Standards for Larger Developments; if a member of the public or a student is not satisfied with the response from our internal policies they can contact the Code of Standards directly through their website: <https://www.nationalcode.org/national-code-complaints-process> or by contacting the Office of Independent Adjudicator via <https://www.oiahe.org.uk/students/>

If a member of the public or a student at the college is not satisfied with the response from our internal policies they can contact Ofsted directly for any issues on under 18 year old students at enquiries@ofsted.gov.uk or www.ofsted.gov.uk

CCG is a member of English UK, the worlds leading language teaching association and your guarantee of high quality and good service. Students can appeal to English UK if they are dissatisfied with the way CCG deals with a complaint.

Contact English UK by emailing complaints@englishuk.com or by post to English UK, 47 Brunswick Court, Tanner Street, London, SE1 3LH

If a written complaint comes in to a specific member of staff, then if appropriate this member of staff will reply in full. All complaints are annually fed into the main College Quality system.

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