

SCP Complaints Procedure

(Complaints received will be reviewed on a case by case basis)

Noise

Initial Complaint:

SCP notified of complaint against student property. Record is made in Complaints Log and response sent to complainant to advise that the issues will be addressed. Email sent to students outlining complaint, B&NES noise regulation information, and advice on reducing noise. Requirement to reply to email within two working days. If BANES Council have received a complaint, they send a letter to the property as informal warning. (Students are advised in the initial email that a formal complaint has been made to the Council.)

NB if Environmental Protection at B&NES Council receive complaint, a letter will also be sent from them.



When students reply: case is closed, if no further complaints.



If students do not reply: second letter is sent. If there is no response to emails or visits the case can be referred to the University Disciplinary team.



Second Complaint:

If further complaints received, a meeting with the SCP Manager is organised at the student property to discuss allegations, possible outcomes of further complaints, and signposted to welfare and advice services as necessary.

Environmental Protection may be involved to collect objective evidence at this stage.



Closed, if no further complaints.



If unable to organise meeting, relevant University is notified of complaint.



Third Complaint:

If further complaints are received, relevant University is notified of case and referral to Disciplinary Team is made. Students notified of referral and advised that University will be in touch.

A referral requires accompanying objective evidence for the relevant University.



SCP closes the case in Complaints Log.



If Environmental Protection find noise to be a nuisance, Abatement Notice may be issued.

Waste

Initial Complaint:

SCP notified of complaint against student property. Record is made in Complaints Log. Community Warden visits student property with waste and recycling guidance. Signposts to SCP and BANES websites for more help, and SCP contact details for support.



Second Complaint:

If further complaints, Community Warden emails student property with waste guidance. Requirement to reply within two working days.

Community Warden monitors property up to one week following.



If students reply: Community Warden closes complaint on the Log after one week.



If students do not reply: a follow up letter is sent.



Third Complaint:

Waste Services at B&NES notified of case. Formal letter of warning or a fine of up to £60 may be issued.



Community Warden closes the case in Complaints Log.

Anti-Social Behaviour

Initial Complaint:

SCP notified of complaint against student property. Record is made in Complaints Log and response sent to complainant to advise that the issues will be addressed. Email sent to student outlining complaint, advice on improving issue, and request to meet with SCP Manager at student property to discuss allegations, possible outcomes of a further complaint, and signposted to welfare and advice services as necessary.



Case is closed, if no further complaints



If unable to organise meeting, relevant University is notified of complaint.



Second Complaint:

If a further complaints is received, relevant University notified of case and referral to Disciplinary Team is made. Students notified of referral and advised University will be in touch.



SCP close case on Complaints Log

Parking

If complaint is regarding public parking areas response sent to complainant to explain that, although students are discouraged from bringing cars to Bath, as they are residents unless a permit only parking area, any local resident is allowed to park on a public highway. If a student vehicle is identified in a resident parking zone, Security at relevant University is notified.