

University Apartments Complaint Procedure Effective August 1, 2005

University Apartment's management recognizes that there may be occasions when student residents feel that their legitimate expectations are not being met, or when there are misunderstandings about services provided. For this reason, a procedure has been developed to handle complaints.

Please be advised that the complaint procedure does not address any disagreements you may have with University rules, regulations and policies. As a student of the University, you are expected to obey the laws of the land, observe all University rules and regulations, to comply fully with all terms and conditions of your housing contract, and to conduct yourself in a responsible and respectful manner. If you wish to discuss any concerns regarding University or housing rules, regulations, fire life safety policies, etc, you may present those concerns directly to the Tenant Advisory Board at one of their regular monthly meetings.

Procedure for Complaints - University Apartments Facilities or Services:

Level 1

Complaints of a minor nature should be raised immediately and be brought to the attention of the staff member that is closest to the complaint. Complaints may be verbal and will receive a response from the responsible staff person within five business days of receipt of the complaint.

Level 2

If for some reason you are not satisfied with the response to your Level 1 complaint, the next step is to submit a written complaint. The complaint must be specific and you should include any documentation to make your case. You must include information about any previous efforts you have made to get your complaint resolved and include what you hope to accomplish by lodging the complaint. The Manager will review your written complaint and will conduct an investigation if necessary. The Manager will respond in writing to your complaint within five business days of receipt, either by upholding the complaint and attempting to correct the problem, or by dismissing the complaint. Level 2 complaint forms are available at the University Apartments Office.

Level 3

If the complaint is still not resolved to your satisfaction, you may request that a meeting be set up with the Manager within five business days. If the Manager is not able to resolve the complaint to your satisfaction, you will be referred to either the Tenant Advisory Board or the Associate Director for Facilities and University Apartments.

Level 4

In order to bring your complaint to this level, you must submit the following in writing:

1. Why or how the complaint has not been dealt with fairly.
2. Why or how the Manager has not responded to all issues presented in the complaint.

Issues dealing with facilities or fire life safety will be referred to the Associate Director for Facilities and University Apartments. All other issues will be referred to the Tenant Advisory Board.