What’s the problem?

Rent
I think my rent is wrong

Lost\Damaged Property
My property has been lost, stolen or damaged.

Environmental Problem
I have a problem with noise, pollution, pests, etc.

Repairs
I need something fixed, or replaced

Residential Life Service
I have a problem with e.g.: student support, events or discipline.

JCR
I have a problem, e.g. I don’t think the elections were fair

Make an Insurance Claim
http://www.bristol.ac.uk/secretary/insurance/information-for-students/#possessions

Report it on-line
http://www.bristol.ac.uk/accommodation/reporting-problems/repairs-replacements/

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http://www.bristol.ac.uk/accommodation/reporting-problems/repairs-replacements/

Report Problem
http://www.bristol.ac.uk/accommodation/reporting-problems/

Head of Accommodation Services or Partnerships
Manager will investigate & respond

Head of Student Residential Life
will investigate & respond

Follow up with your Student Support Centre

My problem is still not being resolved

Refer to Director of Residential and Hospitality Services

Refer to Head of Student Residential Life.

IF UNRESOLVED

Use Partner’s complaints procedure

Make a Formal Complaint

You can get help in resolving a problem from the Student Union’s Just Ask Service
https://www.bristolsu.org.uk/advice-and-support

Contact your Student Support Centre

The Head or Deputy Head will investigate and respond.

Write to the JCR President and Your Village Deputy Head