

## **Estates and Facilities Complaints Procedure**

### Use of this procedure

This procedure is designed to be used in circumstances only where an internal member of University of Huddersfield staff is dissatisfied with an incident (whether it is of a performance related or procedural nature) relating to the Estates and Facilities department) and wishes to raise a complaint. This should not be used to replace any Human Resources (HR) procedures which will take precedence but should be used only in circumstances where HR procedures are not applicable.

### Complaints

If for any reason a member of University staff is dissatisfied with the Estates and Facilities department, one of its sections, or a member of its staff, in the first instance this should be communicated verbally to the relevant line manager of the section in question. Details of the management structure are available on the Estates and Facilities web pages at

<https://www.hud.ac.uk/estates/contacts/>

If the matter is not resolved verbally or the complainant feels the matter is of a more significant nature, then the complaint should be communicated in writing (or email) to the relevant line manager. Full details of the complaint should be included in the correspondence including, if applicable, the reason for dissatisfaction and the time and date of the incident and also details of any relevant policies or procedures involved.

The complaint will be acknowledged within one working day and will be investigated further by the line manager who will respond in writing with the outcome of the investigation within 5 working days.

If the complainant is not satisfied with the outcome of the investigation or the complaint relates to a departmental manager, the complaint may be escalated to the Assistant Director of Estates and Facilities in writing for further investigation. Acknowledgement of the receipt of complaint will be sent within one working day and a written response following further investigation will follow within 10 working days.

The result of any investigation by the Assistant Director of Estates and Facilities and will conclude the process.

The complainant will be invited to provide feedback on the process upon conclusion.

Queries regarding this procedure can be sent to [EandFCSE@hud.ac.uk](mailto:EandFCSE@hud.ac.uk)

<b>Reviewed</b>	<b>Next Review Date</b>
December 2024	December 2025