

COMPLAINT/FEEDBACK PROTOCOL

The University and Students' Union recognise that, from time to time, people external to the organisation may be dissatisfied or concerned with the way the students of the University have acted. In the first instance, it is worth talking to the individuals involved as they may be unaware of the extent or impact of their behaviour, and once informed can take appropriate measures to prevent it happening again. If you have a genuine complaint to make, please follow the steps below.

<p style="text-align: center;">NOISE</p> <p>Coventry City Council – Public Health Enforcement Team Daytimes (Monday to Friday: 9am – 5pm) Tel: 0500 834 333 Night time (Monday to Friday: 5pm – 2am) Tel: 02476 832222 (ask for Kilo 2) Weekends (10am – 2am) Tel: 02476 832222 (ask for Kilo 2)</p> <p>Warwick District Council Environmental Health Team Tel: 01926 456725</p>	<p style="text-align: center;">RUBBISH</p> <p>Warwickshire Waste Management Martyn Stacey, Contract Officer Tel: 01926 456616 Email martyn.stacey@warwickdc.gov.uk</p> <p>Coventry City Council Contact Centre: Tel: 02476 834333 Email coventry.direct@coventry.gov.uk</p>	<p style="text-align: center;">ANTI SOCIAL BEHAVIOUR</p> <p>All complaints relating to students living off campus either in Warwick accommodation or privately rented accommodation should be directed to:</p> <p>Matthew Scott Accommodation Manager, University of Warwick Tel: 02476 522772 E: m.t.scott@warwick.ac.uk</p>	<p style="text-align: center;">CRIMINAL BEHAVIOUR</p> <p>Coventry Coventry Safer Neighbourhood Team Tel: 0845 1135000 ext 7933 6588</p> <p>Leamington Leamington Safer Neighbourhood Team Tel: 01926 68 4017</p>	<p style="text-align: center;">CAMPUS AND THE SURROUNDING AREA</p> <p>For complaints relating to traffic congestion, off-campus car parking, excessive noise on campus, etc, please contact:</p> <p>Community Relations Officer University of Warwick Email: I.Cole@warwick.ac.uk Tel: 02476 151041</p>
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The University of Warwick and Warwick Students' Union welcomes all constructive feedback and comments both positive and negative. You can contact us with comments/suggestions/feedback in the following ways:

Ais Reynolds – Customer Relations Manager
 Warwick Students' Union
Tel: 02476 572758
 Email Ais.reynolds@warwicksu.com

Trevor Seeley – Community Relations Manager
 University of Warwick
Tel: 02476 574301
 Email: Trevor.seeley@warwick.ac.uk

Welfare Officer
 Warwick Students' Union
Tel: 02476 572778
 Email welfare@warwicksu.com