

# Service Level Agreement



THE UNIVERSITY OF  
BUCKINGHAM

Function	Agreed Level of Service
Opening Hours	<p>The Accommodation Office Team are available for Accommodation queries between the hours of 8;30am and 4.30pm Monday – Friday.</p> <p>During office hours the team are available to take queries via email, over the telephone and via Live Chat.</p> <p>On rare occasions the office may have to be closed due to staff shortages or training. In this case as much notice as possible will be given as possible by e-mail notification.</p>
Reception Service	<p>Between 8.30am and 4.30pm, Monday - Friday, a member of staff will be available in the Accommodation Office at Prebend Cottage on Hunter Street.</p> <p>They will assist with any queries regarding Accommodation. This is a drop in service and no appointment is necessary.</p>
Information & Queries	<p>Accommodation Services will aim to answer any routine queries or requests for information within a reasonable timescale and wherever possible within no more than 2 working days.</p> <p>If we are unable to provide an answer within this time we will contact the individual making the request to provide an update and offer an appropriate timeframe for a response.</p>
Telephone Calls	<p>During office hours we will aim to answer your call within 10 seconds. Within peak accommodation letting periods some calls may take longer to be answered.</p>
Website	<p>The Accommodation Services website will be kept up-to-date with timely and relevant information tailored towards its audience.</p> <p>Information will be detailed and accurate, ensuring our customers are able to find answers to the majority of their queries by using the website in the first instance.</p>
Complaints	<p>Full details of our Accommodation Complaints procedure are available on our website.</p> <p>We will acknowledge complaints within 2 working days and offer an appropriate timeframe for a resolution.</p> <p>If the nature of the complaint is too serious for the informal complaints procedure or if the matter is unresolved after the complaint has approached the <b>Accommodation Manager</b> the complaints procedure documented in</p>

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	the <a href="https://www.buckingham.ac.uk/about/handbooks/regulations-handbook/">https://www.buckingham.ac.uk/about/handbooks/regulations-handbook/</a> should be used.
Room Allocation	<p>Rooms in University Accommodation will be allocated effectively and appropriately by Accommodation Services in line with our room allocation process.</p> <p>Information on who is eligible to apply for accommodation and who is covered by the University's Accommodation Guarantee is available on our website.</p>
Private Sector Assistance	Accommodation Services will assist students looking for somewhere to live in the Private Sector by providing information of local letting agents.
Statutory Compliance	<p>Accommodation Services staff are trained and demonstrate compliance with the Data Protection Act.</p> <p>We liaise and work with other University colleagues to achieve full compliance with the UUK Code of Practice for student accommodation</p>