



Contract Review Panel Escalation Procedure

This guide explains how you can challenge a decision made under the terms of your Residence Contract by following the Contract Review Panel (CRP) process. It outlines the steps available to you if you're unhappy with the outcome of a request or complaint, including how to escalate it within the University and, if needed, to the Office of the Independent Adjudicator (OIA).

The CRP will only consider appeals for the current academic year and it does not meet during the first 3 weeks of term.

If you'd like advice or support at any stage, you can contact the Student Advice Centre (SAC) at the Students' Union, who offer free and independent advice and guidance.

The CRP is separate to the Accommodation & Commercial Services (ACS) [Residential Complaints Procedure](#) which relates to all other elements of accommodation at Ranmoor & Endcliffe, their immediate vicinities, and University owned residential properties in City Campus and managed partnership properties such as Allen Court and St. Vincent's Place.

How to Challenge a Contract Decision

Accommodation & Commercial Services welcomes feedback and challenges to our decisions. We aim to act quickly, fairly, and respectfully. This guide explains:

1. How you can raise a concern
2. What to expect from us
3. How to escalate your case internally
4. Next steps if you feel we haven't resolved it

Stage 1 – Formal Review by Accommodation Office Manager

What you should do:

If you're not satisfied with the initial response, you can request a formal review by the Accommodation Office Manager or their designate. You should explain why you remain unhappy and include any new information you feel is relevant.

How we'll respond:

We'll acknowledge your request within 1 working day (excluding weekends, holidays and vacation periods) and aim to provide a full response within 10 working days. If we need longer, we'll let you know and provide regular updates.

Who will review it:

The Accommodation Office Manager or their designate will review your case, working closely with the Team Leader to consider all available information.



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Stage 2 – Formal Review by Head of Accommodation

What you should do:

If you're still unhappy after Stage 1, you can escalate your case to the Head of Accommodation. Set out clearly why you feel the previous responses have not addressed your concern.

How we'll respond:

We'll acknowledge your request within 1 working day (excluding weekends, holidays and vacation periods) and aim to provide a final departmental decision within 10 working days. You'll be kept informed if there are any delays.

Who will review it:

The Head of Accommodation will carry out a final review, in consultation with the Accommodation Office Manager. This is the final stage within Accommodation & Commercial Services.

University-Level Case Review

If your complaint hasn't been resolved through the CRP process, you can request a review from the Student Conduct and Appeals Office, following the University's Student Complaints Procedure.

Further details of the procedure are available on the Student Services [website](#).

Independent Review – The OIA

If you're still not satisfied after completing the University's internal processes, you may be able to refer your case to the Office of the Independent Adjudicator (OIA).

Visit www.oiahe.org.uk for more information.