



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 a decision made under your Residence Contract of a request or appeal, 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

Concerns involving other University services

Your request may raise concerns about another University department or service that are relevant to the decision you are challenging. Where this happens, we will work with the relevant University teams to identify the appropriate process for considering those concerns.

We will explain which issues will be considered under each process, who will coordinate your case and any action you need to take. Wherever possible, we will use the information you have already provided to avoid asking you to submit the same information more than once.

Where findings from another process are needed to reach a fair decision on your contract review, we may temporarily pause the relevant part of the review. We will explain why this is necessary, provide an expected timescale and keep you informed of progress. Any issues that can reasonably be considered separately will continue.

Relevant findings will inform our decision on your contract review. We will explain how we have considered them and give reasons for the outcome.



Stage 1 – Informal Review

What you should do:

If you're unhappy with a decision made under your Residence Contract, contact the Accommodation Office promptly, ideally within eight weeks of the original decision or action. Explain why you're challenging the decision and provide all the relevant information and supporting evidence you have and would like us to consider.

If further evidence becomes available later, please send it to us as soon as possible.

How we'll respond:

We'll acknowledge your request within 2 working days (Monday to Friday, excluding bank holidays and University closure days) and aim to respond fully within 10 working days. If it's likely to take longer, we'll keep you informed of the progress.

Who can help:

Your case will be reviewed by the Accommodation Office, with input from the Accommodation Office Team Leaders if required.

Stage 2 – Formal Review by Accommodation Office Manager

What you should do:

If you're not satisfied with the response at Stage 1, you can request a formal review by the Accommodation Office Manager. 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 2 working days (Monday to Friday, excluding bank holidays and University closure days) 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 will review your case, working closely with the Team Leaders. Where relevant, we'll also consult Student and Academic Services (S&AS) to understand the University's wider position. The Accommodation Office Manager remains responsible for the Stage 2 decision.

You are responsible for explaining your case and providing the information and supporting evidence you want us to consider. If relevant information is held by another University department or service and you cannot obtain it yourself, please identify it in your submission. Consultation with other University teams supports our review but does not replace your responsibility to set out your case or mean that we will obtain evidence on your behalf unless we have confirmed this with you.



Stage 3 – Formal Review by Head of Accommodation

What you should do:

If you're still unhappy after Stage 2, 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 2 working days (Monday to Friday, excluding bank holidays and University closure days) 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 appeal hasn't been resolved through the CRP process, you can request a case review of your appeal through the University's Student Conduct and Appeals team, as part of the University's Student Complaints Procedure.

Further details of the procedure are available on the following [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.