

## The Complaint Council

### ***What can I complain about?***

Breaches of the house rules.

### ***Who can complain?***

Residents at Skjoldhøjkollegiet.

### ***How do I issue a complaint?***

Send a written complaint to the Complaint Council at [klageudvalget@skjoldhoej.dk](mailto:klageudvalget@skjoldhoej.dk). Your complaint must contain the following information:

- Your name + number of resident hall
- **Who** you are issuing a complaint about (name and address)
- **What** the complaint is regarding
- **When** (time and date) and **where** the instance concerned took place

The chairman of the Complaint Council will determine whether the complaint will be heard by the chairman himself/herself or at a Complaint Council meeting.

Complaints will be heard at a Complaint Council meeting if the matter is not clear, e.g. if there is any doubt about the case events or articles breached.

### ***Procedure at Complaint Council meeting***

1. You will be summoned for a Complaint Council meeting at which the chairman will read aloud the issues of complaint.
2. All parties appear at the Resident Council's office in number 6A at the time specified for the hearing.

**NOTE:** It is important that you appear at the Complaint Council meeting if you are summoned. If you do not appear, the case will be decided in favour of the respondent. If you find it difficult showing up at the specified time, contact [klageudvalget@skjoldhoej.dk](mailto:klageudvalget@skjoldhoej.dk) beforehand who will then try to reschedule the meeting.

3. The complaint is then read aloud to the party charged with breach of rules unless the Complaint Council decides otherwise. If necessary, the complaint will be translated into English.
4. The respondent(s) leaves the room and the complainant(s) elaborates the complaint.
5. The complainant(s) leaves the room and the respondent(s) gives his/her side of the story.
6. The respondent leaves the room and the Complaint Council discusses the case.
7. All parties reenter the room and the Council attempts to establish a dialogue with the purpose of solving the case mutually thereby ensuring the possibility of a good future relationship between the parties.
8. The Council will determine whether a suggestion, warning or termination of respondent's tenancy is necessary. If the case has been clear, and the Complaint Council agrees on the outcome of the case, they will inform complainant(s) and respondent(s) of the decision reached at the meeting.

If the Council finds it necessary to discuss the matter further among themselves and/or investigate further into the matter, complainant(s) and respondent(s) will be informed of the decision reached in writing at a later point in time.

### **Complaint about decision reached**

Should you contrary to expectation be certain that the Complain Council was disqualified, it is possible to appeal to the chairman of the dormitory. Cf. "Complaints" in the resident folder.