

Process of Dealing with Incidents, Disputes and Crisis Situations in Student Accommodation

1: Incident or Crisis is Reported to the Accommodation Team

- The Accommodation Team can be notified of incidents, disputes and crisis situations via any communication method including emails, incident reports, telephone calls and face to face interactions.
- The Accommodation Office is open from 8.30 am – 5 pm Monday to Friday to deal with urgent responses to incidents, disputes and crisis situations and the Security Team and Duty Accommodation Wardens are on campus outside of these hours. There is also 24/7 support available on campus from the Student Wellbeing Team.
- The Accommodation and Business Manager or a member of the Senior Management Team are on call evenings and weekends to answer any calls which fall under Crisis Management.
- The University also has a 24/7 Mental Support Helpline which can be accessed via the university's website at https://www.tees.ac.uk/sections/stud/mental_wellbeing.cfm

2: Action to be Taken Following Report of Incident, Dispute or Crisis

- On receipt of the communication about the incident, dispute or crisis, a staff member will refer to the Accommodation and Business Manager and members of the Senior Management Team as appropriate to be actioned.
- If the incident falls under the 'crisis' category, the Accommodation and Business Manager will action immediately ensuring the Safeguarding Policy is followed and any wellbeing crisis situations are reported to the Mental Health Team urgently. The Accommodation and Business Manager will also guide onsite Wardens with any crisis management offsite if required. This includes any urgent referrals to the university's out of hours Mental Health Team.

- If the incident falls outside the 'crisis' category, the Accommodation and Business Manager will reach out to the students involved within one day or on a Monday morning if the incident occurred over the weekend.
- If the incident is reported via the Security Team, this will have been actioned as appropriate by the Security Team and incident reports are forwarded to the Accommodation and Business Manager for appropriate action.

3: Recording of Incidents, Disputes and Crisis Management

- All incidents are recorded in a Warden Report which is submitted to the Accommodation Office via email the following day before 10 am and all reports are kept on file.
- All Security Incidents are recorded on the IRIS System and submitted to the Accommodation Office via email the following day before 10 am.
- The Accommodation and Business Manager keeps a log of all incidents reported within Warden Reports on an excel spreadsheet to keep a record on ongoing incidents and actions completed. This provides a trail of what action has been taken and a record of the outcome and any written communication to the student(s).
- The Accommodation and Business Manager keeps a log of disputes and complaints reported and actioned which confirms any follow-up information.
- For any incidents, disputes or crisis situations whereby Disciplinary Action is required an Investigation Report is submitted to the Student Casework Office to follow up via the Disciplinary Regulations 2025-26 (link below). https://www.tees.ac.uk/docs/index.cfm?folder=student%20regulations&name=student%20conduct%20regulations&folder_id=54
- For a situation that falls under crisis situations, the log is kept via Security and on referral to the relevant area, confidential information is collated and stored as appropriate under the Data Protection Policy.

- Where additional support may be required, students are signposted to the relevant services, Student Wellbeing, Student Casework Office or the Student Union for independent advice.