

**MEMORANDUM V**  
**PROCEDURES FOR COMPLAINTS AND ISSUES WITH STUDENT RELATIONS**

1. It is policy that all households on every cluster have a resident who serves as Household Representative.
2. Resident may express grievances to a Household Representative, concerning infrastructure status and communal living challenges.
3. A resident who may be dissatisfied with the management of solutions of a challenge being experienced at a household level may report same to the Cluster Representative who will mediate, resolve the conflict and notify the Resident Advisor (RA) who supervises the Cluster.
4. A resident may go directly to an RA to confide a challenge or lodge a complaint if he/she is uncomfortable speaking with the Cluster representative or is dissatisfied with the management of his/her grievance by the Cluster Representative.
5. A resident should notify an RA when his/her right(s), as outlined in the *Charter of Hall Principles and Responsibilities*, is breached. A letter describing the breach should be written by the resident and submitted to the RA who will produce a report for the consideration of the SSDM.
6. All students reserve the right to make complaints directly to an RA or the SSDM who will evaluate the nature of the complaint and respond accordingly.