

Complaint procedure

Should one experience that a fellow dorm mate breaches the house rules, and that a personally delivered message with an encouragement to discontinue the breach of house rules has not been complied with, one is, as a tenant at Rebæk Søpark Kollegiet, entitled to file a written complaint to the Resident Council of Rebæk Søpark Kollegiet. It is emphasized that there is a demand of contacting the resident, who is believed to breach the house rules, in person, before one is entitled to file a complaint.

It is important that the complaint contains an as thorough description of the problem as possible, since this will lighten the mediation between the complainant and the defendant. It is also important due to passing on exact information to the administrator of the dorm, Kollegiernes Kontor i København (KKIK), cf. below.

1. Complaint

- After receiving the first complaint, the Resident Council will contact the defendant and request that the inconvenient behaviour stops immediately, and the defendant's attention will be drawn to the consequences of continuing inconvenient behaviour. With the same purpose, a written notice stating that the resident council has received a complaint and is aware of the inconvenient behaviour is handed to both the complainant and the defendant.

2. Complaint

- If one still experiences inconvenient behaviour from the same defendant, one is entitled to once again send a written complaint to the Resident Council. This time the Resident Council will sum up the items of the previous complaint, and send these to the administrator and landlord of the dorm, Kollegiernes Kontor i København (KKIK). KKIK will then send a written inquiry to the defendant, who is strongly requested to

discontinue the inconvenient behaviour, and that if the behaviour does not stop, the defendant's lease will be terminated.

3. Complaint

- If the behaviour continues, a third and last complaint can be written and send to the Resident Council. Again, a summary of the previous complaints will be made, and these will once again be sent to the KKIK. An evaluation of the items of the complaints will be done, whereupon the tenant will be evicted, if this is considered necessary.

NB: All complaints are handled completely anonymously! This goes for both the complainant and the defendant.