

Student Complaint Protocol – Environmental Protection

Student Complaint Received by the CBC EP Team
Contact complainant to discuss the complaint.

Pass to Essex University - email to <mailto:community@essex.ac.uk>
Student Reps will carry out the initial visit to Subject Premises.
[Notify Zone Warden](#). Street reps to provide update following visit.
Place premises on monitoring list for Weekend Noise Service.

Complaint resolved?

No

Yes

EP Team & Police to visit Subject Premises
Send Formal letter to subject premises and
diary sheets to complainant.

Log & close case

Notify Landlord of complaints.
Update University/ Zone Warden

Complaint Resolved?

No

Yes

If noise nuisance continues after the
above steps have been followed formal
action to be taken on subject premises.
Inform Essex University for possible
disciplinary action

Log & close case