CAVENDISH UNIVERSITY EXTERNAL COMPLAINT PROCESS

Issue relating to noise or anti-social behaviour

Please try to resolve the matter with the individual directly, if deemed safe. In most cases young people / students do not realize the impact of their behavior and a quiet word can help prevent re-occurrence

Issue relating to noise and behaviour at a University Venue

Contact the University’s Dean of Students on +2609623766447 or DeanOfStudents@cavendish.co.zm

Issue relating to parking or transport

For parking issues contact Facilities on Facilities@cavendish.co.zm or +260953322511

Issue relating to University estates and building projects

Contact the Facilities Department on +260953322511

Other Issues

Contact the University via email at complaints@cavendish.co.zm or on +260953322511

Household nuisance or anti-social behaviour?

Attempt to make contact with the landlord of the property to see if they can resolve the issue

Anti-Social Behaviour

Household nuisance

During Office hours contact the Dean of Students on +260971581743 or email DeanOfStudents@cavendish.co.zm

Working hours?

Y

N

Out of hours

Contact Dean of Students on +260971581743

Anti-social behaviour

Contact the Dean of Students on +260971581743 or the Emergency Number: +260953322511

The Police / City Council will alert the University to take any action against its students and the University will consider invoking the disciplinary procedure where appropriate