

Security officer instructions for dealing with noise complaints

1	Resident contacts security with a noise complaint.		
2	Ask and write down: <ol style="list-style-type: none"> 1. What is the name and room number of the person making the complaint? 2. Where is the noise coming from? 3. What kind of noise is it? (e.g. music / shouting / banging?) 		
3	Tell the person making the complaint: <ol style="list-style-type: none"> 1. either you or the senior member will speak with the people making noise, and the noise should stop within 10 minutes; 2. if the noise hasn't stopped after 10 minutes, then the person should call security to complain again; and 3. in the morning, the person making the complaint should send an email to noise@connaught-hall.org.uk to tell the Warden & Senior Members what happened. 		
4	If the noise is coming from another student's room – Phone the room making noise and ask them to be quiet.	If the noise is coming from a common room, corridor, the bar, or garden – Call the duty senior member.	If the noise is coming from reception or outside the front of the Hall – Go and tell the people making noise to be quiet.
5	If you are unable to contact the room, or if the person answering the phone is rude or unhelpful – Call the duty senior member.		If the people making noise in reception or outside the front of the Hall are rude or unhelpful – Call the duty senior member.
6	Write down everything that happened in the noise complaints record. (This is a separate report folder at reception, just for noise complaints.)		
7	After 10 minutes if there is another complaint about the same room – Call the duty senior member.	After 10 minutes if there is another complaint about noise from the same common room, corridor, the bar, or garden – Call the duty senior member.	After 10 minutes if there is still noise in reception or outside the front of the Hall – Call the duty senior member.
8	Tell the person making this second complaint that they must email noise@connaught-hall.org.uk to tell the Warden & Senior Members what happened.	Tell the person making this second complaint that they must email noise@connaught-hall.org.uk to tell the Warden & Senior Members what happened.	
9	Ensure that you have fully completed the noise complaints record. (This is a separate report folder at reception, just for noise complaints.)		