

# OUR COMMUNITY COMPLAINTS PROCEDURE

At iQ Student Accommodation we pride ourselves on providing our residents with an exceptional level of service. Sometimes however things can go wrong. This could be because we haven't done something we should have or there are problems with the property, a flat mate or a third party service. When things go wrong we need to know about it so we can put things right. Please come and talk to us. We would prefer that you called in at our Reception but if you are unable to do that you may submit details of the problem to us in writing by letter or email.

We will deal with your complaint in the following way:

**STAGE 1** - Please speak to our Reception staff. They will take details of your complaint and seek to find a resolution. This may be all it takes. If we are unable to reach agreement, we will escalate your complaint to Stage 2.

**STAGE 2** - We will arrange for you to discuss the issue with our management team. We will sit down with you, gather all the facts and seek to find a resolution. If we have done something that has caused you loss we will compensate you. Hopefully at that point we will have reached agreement or resolved your issue in some other way. All written complaints will be dealt with initially at Stage 2.

**STAGE 3** - If you remain unhappy with the outcome you may ask to discuss your complaint with our Regional Operations Manager. Your Operations Manager will arrange for a suitable appointment but this may take a few days to organise. If you prefer, or your original complaint was in writing, you may ask us to have the Regional Operations Manager respond in writing or by email.

Once the Regional Operations Manager has investigated your complaint, the outcome is final and the matter will be regarded as closed in so far as this procedure is concerned. Please remember that even if you do not receive the answer you wished for or were expecting, this does not mean the complaint is unresolved.

If the subject of your complaint is covered under either the ANUK National Code of Standards or the UUK Code you may submit your complaint under the complaints procedure of the respective code.

For the ANUK Code more details can be found at [www.nationalcode.org](http://www.nationalcode.org)

For the UUK code more details can be found at [www.thesac.org.uk/use\\_the\\_code](http://www.thesac.org.uk/use_the_code)

Please remember that the code complaints procedure can only be used for issues that are covered by the code. If you are unsure of which code applies to your Community, please ask our Reception staff.

We aim to respond to all complaints within 24 hours if your complaint is received during the working week or by Monday if received over the weekend. We will acknowledge all complaints received in writing by email or letter within 1 working day. We aim to resolve all complaints within 7 days.

Our Complaints Procedure is open to anyone who is affected by our Community Operations. This includes our Residents, Neighbours and other Service Users.

