Policy for Complaints

Scope of this Policy

Study Inn believes that if a resident wishes to make a complaint or register a concern, they should find it easy to do so. It is our policy to welcome complaints and look upon them as an opportunity to learn, adapt, improve, and provide better services. This policy is intended to ensure that complaints are dealt with properly and that all complaints or comments by a resident or group leaders of nominated partners or companies are taken seriously.

Study Inn recognises that complaints provide an opportunity to identify concerns, improve our services and resolve issues at the earliest reasonable opportunity. Study Inn supports the concept that most complaints, if dealt with early, openly, and honestly, can be addressed between the complainant and the residents Centre Manager. If this fails due to either the Centre Manager or the complainant being dissatisfied with the result the complaint will be referred to our Guest Experience Manager or off-site Operations team.

Objectives of this Policy

This policy is intended to ensure that its complaints procedure is properly and effectively implemented, and that residents feel confident that their complaints and worries are listened to and acted upon promptly and fairly.

Study Inn aims to achieve the following by implementing this policy –

- Residents are aware of how to complain, and that Study Inn provides easy to use opportunities for them to register their complaints.
- The Centre Manager will be responsible for the administration of the procedure
- Every written complaint is acknowledged within three working days.
- The resident will receive a substantive response within ten working days.
- Any complex investigations will be responded to within twenty-eight days.
- All complaints are responded to in writing by our Guest Experience Team.
- Complaints are dealt with promptly, fairly, and sensitively with due regard to the upset and worry that they can cause to both employees and residents.

Study Inn believes that complaints are made directly to the Centre Manager. If either of the parties is not satisfied by a local process the case should be referred to our Guest Experience Manager or the off-site Operations Team.

The Guest Experience Team can be contacted at admin@studyinn.com or by calling 02476 239 349.

We advise all complainants to familiarise themselves with our terms and conditions which include our residential regulations and cancellation policy before raising a formal complaint.

Study Inn will consider all complaints on their individual merits. Where a resident repeatedly raises the same issue, provides substantially the same information, or makes excessive or unreasonable demands in relation to a complaint that has already been fully investigated, Study Inn may limit further correspondence on the matter. This will not prevent the resident from raising genuinely new information or concerns.

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Complaints Procedure

Verbal Complaints

- All verbal complaints should be taken seriously.
- Centre employees who receive an oral complaint should seek to solve the problem immediately if possible.
- If that employee cannot solve the problem immediately, they should offer to get their Centre manager or Assistant Centre manager to deal with the problem.
- If the complaint is being made on behalf of the resident by a relative, warden or group leader it must first be verified that the person has permission to speak for the resident, especially if confidential information is involved.
- After talking the problem through, the employee dealing with the complaint should suggest a course of action to resolve the complaint. If this course of action is acceptable, then the member of staff should clarify the agreement with the complainant and agree a way in which the results of the complaint will be communicated to the complainant (i.e., through another meeting or by email). This must also be shared with the Centre Manager.
- If the suggested plan of action is not acceptable to the complainant, then the employee must speak with the Centre Manager. If the employee *is* the Centre Manager, they should ask the complainant to put their complaint in writing to our Guest Experience Team by writing to admin@studyinn.com.

Written Complaints

- When a complaint is received in writing it will be handled by the Guest Experience Team who will discuss and review this with the Guest Experience Manager and in their absence the Operations Manager. An acknowledgment, in writing should be sent to the complainant within three days.
- If necessary, further details should be obtained from the complainant. If the complaint is not made by the resident but on their behalf, then consent of the resident, in writing, must be obtained from the complainant.
- Immediately on receipt of the complaint the Guest Experience Team should launch an investigation and within ten days should be able to provide a full explanation to the complainant, either in writing or by arranging a meeting with the individuals concerned.
- If the issues are too complex to complete the investigation within ten days, the complainant should be informed of any delays.
- Complex investigations may take up to twenty-eight days, and the resident will be provided with an update if this timescale cannot be met.
- If a meeting is arranged the complainant should be advised that they may, if they wish, bring a friend or relative or a representative such as a warden or group leader.
- At the meeting a detailed explanation of the results of the investigation should be given.
- Such a meeting gives Study Inn the opportunity to show the complainant that the matter has been taken seriously and has been thoroughly investigated.
- After the meeting, or if the complainant does not want a meeting, a written account of the investigation should be sent to the complainant.
- The outcomes of the investigation and the meeting should be recorded on a complaint record form and any shortcomings in Study Inn's procedures should be identified and acted upon.

National Code of Standards

• We are members of the National Code because we believe in quality service and high standards of student accommodation. We go above and beyond the code specifications to give our residents the best facilities, management and security whilst staying in any one of our buildings.

We are confident that complaints can be handled and resolved following the above process but if not, students can contact the code independently to help resolve disputes.
https://www.nationalcode.org/for-students/problems-complaints/