

# Complaints Procedure

Chester House is managed by the Guy Chester Centre. The Guy Chester Centre is the trading name of the Trustees of the North Bank Estate.

We hope that you will not need to complain, but if you do this procedure explains how to make a complaint about something or someone in Chester House. Each complaint will be treated in the same way following the process below and making a complaint will not change the way you are treated by us.

## Step 1 - Informal complaint

Speak to a member of the Accommodation Team, who will be happy to listen and look into the issue. If the issue cannot be resolved with you at the time, they will contact you within 7 days of you speaking to them with a response.

## Step 2 - Written complaint

If after speaking to a member of the Accommodation Team you are not satisfied with the outcome, your complaint should then be made in writing to the Accommodation Team by sending an email to [office@chesterhouse.org.uk](mailto:office@chesterhouse.org.uk) with the details of your complaint and what outcome you would like to see. A response by email will then be sent to you by the Accommodation Team within 7 days of the email being received. The response will outline the resolution and the reasons for it.

## Step 3 - Formal complaint

If you are still not satisfied with the outcome or no response is received, a formal complaint should be made in writing to the Guy Chester Centre management. This can be made via email ([office@chesterhouse.org.uk](mailto:office@chesterhouse.org.uk)) or by letter addressed to 'Guy Chester Centre Management'. It should detail your reason for making a formal complaint. The complaint will then be recorded and investigated. The management will speak to the Accommodation Team and may request more details from you. The management will then respond in writing within 14 days of the formal complaint being received. The management's decision, which will be made in line with the policies of the Guy Chester Centre, is final.

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The Guy Chester Centre is part of the National Code for Student Housing. If you are dissatisfied with the final response made by the Guy Chester Centre management or with how we have dealt with your complaint, you can raise this with independent operators of the code. Visit [nationalcode.org](http://nationalcode.org) for further information.