



## 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 at 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.

All complaints will be acknowledged upon receipt, either verbally or in writing, and we will contact you if we need any further information.

This procedure is accessible to both Chester House residents and the general public.

### STEP 1 – TALK TO US

We're here to help! If you have an issue or complaint, please talk to a member of our accommodation team. We'll listen carefully and work with you to find a solution.

If we can't resolve the issue immediately, we'll investigate and get back to you within 7 working days with a response. We'll always acknowledge your complaint upon receipt, either in person or by email.

### STEP 2 – PUT IT IN WRITING

If you're not satisfied with the initial outcome, or if you prefer to document your concern, you can submit a written complaint. Send an email to the accommodation team at [office@chesterhouse.org.uk](mailto:office@chesterhouse.org.uk), detailing the issue, what steps have already been taken, and what resolution you're seeking.

We'll acknowledge your written complaint promptly and respond within 7 working days with our decision and the reasons behind it.

### STEP 3 – FORMAL REVIEW

If you're still not satisfied after receiving our response in Step 2, you can escalate your complaint to the Guy Chester Centre management. You can do this by emailing [office@chesterhouse.org.uk](mailto:office@chesterhouse.org.uk) or by sending a letter addressed to 'Guy Chester Centre Management.'

Please include:

- A summary of your original complaint.
- Details of any communication with the accommodation team.
- Why you're dissatisfied with the previous outcome.
- What resolution you would like to see.

We'll carefully review your complaint and may contact you for further information. We'll aim to provide a written response within 14 working days, explaining our final decision and the reasoning behind it. This decision will be made in accordance with the policies of the Guy Chester Centre.



GUY CHESTER  
CENTRE

CHESTER  
HOUSE

#### STEP 4 – SEEK EXTERNAL ASSISTANCE

The Guy Chester Centre is part of the National Code for Student Housing. If you're still not satisfied after the formal review process 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.



**REVIEW DATE:** This procedure will be reviewed in March 2025.

We are committed to continuously improving our service, and as part of that commitment, this complaints procedure is reviewed periodically to ensure its effectiveness. We welcome your feedback to help us make it even better.