

OUR COMMUNITY

COMPLAINTS PROCEDURE

At iQ Student Accommodation (iQ) we pride ourselves on providing our residents with an exceptional level of service. However, sometimes things can go wrong. This could be because we haven't done something we should have, or there are problems with the property, or a third-party service or our service handling.

When things go wrong, we need to know about it so we can put things right. We have a positive attitude towards complaints and regard these as an opportunity to improve our accommodation and services. Please come and talk to us. We will respond to all complaints in a professional manner. All complaints will be resolved promptly, and we will endeavour to reach a satisfactory outcome for all parties.

How to make a complaint (Residents)

If you're already living with us, the best and quickest way to resolve your issue is to speak to a member of the team at reception as we are likely to be able to resolve your issue there and then. You can also raise a complaint through your iQ App or in writing to the site email address.

Complaints will initially be dealt with by a member of the site team. Your complaint will be investigated, and we will endeavour to provide a written response within 10 working days of receiving your complaint. We may need to contact you for further information depending on the nature of your complaint. If we are unable to reach a satisfactory resolution at this point, you can request for your complaint to be escalated within iQ.

If you are dissatisfied with how your complaint has been resolved

Should you remain dissatisfied with how we have resolved your complaint, or you did not receive the answer you were expecting, you can raise this with the ANUK Complaints Tribunal <https://www.nationalcode.org/forms/making-a-complaint>.

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 complaint's procedure of the respective code.

For the ANUK Code more details can be found at <https://www.nationalcode.org/>

For the UUK Code more details can be found at <https://www.thesac.org.uk/the-code>

Raising a confidential complaint

All complaints are treated confidentially, however should you have a complaint specifically regarding a member of staff which you wish to be handled in confidence this can be raised through the iQ app by selecting 'staff' as the complaint category or by emailing hello@iqstudentaccommodation.com.

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

How to make a complaint (Non-residents)

If you are not yet living with us, or you are a member of the general public, you can contact us by emailing hello@iqstudentaccommodation.com with details of your complaint and we will endeavour to help you.