

THE STUDENTS QUARTER.

Complaints Procedure

Welcome to The Students Quarter!

The Students Quarter is owned and operated by The Students Quarter Ltd.

At The Students Quarter, we are committed to providing you with the best student accommodation experience possible. However, we understand that issues can sometimes arise, and your satisfaction is our top priority. If you have a concern or complaint, please follow our simple complaints procedure, and we'll do our best to address it promptly.

Step 1: Contact Us

The first and most important step is to get in touch with us. We are here to help you, so don't hesitate to reach out. You can contact us through one of the following methods:

- **Phone:** Give us a call at 0121 454 1444.
- **Email:** Send an email to info@thestudentsquarter.co.uk

Step 2: Explain Your Concern

When you contact us, please provide us with as much detail as possible about your concern or complaint. The more information you share, the better we can understand and assist you.

Step 3: Our Response

We take your concerns seriously and will acknowledge your complaint within 14 days, confirming that we've received it. We'll then investigate the issue and aim to provide a resolution as quickly as possible. Our team will keep you informed about the progress and expected timelines.

Step 4: Resolution

We'll work to find a satisfactory resolution to your concern. Our goal is to ensure you are happy with the outcome. If we need more time to investigate or address your complaint, we will keep you informed of the progress.

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Step 5: Escalation

If you are not satisfied with our initial response, please let us know, and we will escalate your concern to a higher authority within our organisation. We want to make sure your issue is resolved to your satisfaction.

Step 6: Final Response

Once your complaint is resolved, we will provide you with a final response, including details of any actions taken to address your concern.

Step 7: Learn and Improve

We take all complaints seriously and use them as opportunities to learn and improve our services. Your feedback is valuable to us, and it helps us enhance the student living experience for all our residents.

We Are Here for You

At The Students Quarter, we value your feedback and are dedicated to making your stay as enjoyable as possible. Our friendly team is always ready to assist you with any concerns you may have. Please don't hesitate to get in touch with us; we're here to help.

Thank you for choosing The Students Quarter. Your comfort and satisfaction are our top priorities.

CONTACT US

If you have questions or concerns, please contact us through our contact page or via the contact information below:

The Students Quarter Ltd

Email: info@thestudentsquarter.co.uk

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