



## **Complaints procedure**

- The guest is to submit their complaint in writing to the Guest Relations team via email; [admin@studyinn.com](mailto:admin@studyinn.com)
- If the guest submits their complaint verbally, the Guest Relations team will produce a written summary of the complaint and send this to the guest via email. The guest is required to confirm in writing that the summary is correct
- The Guest Relations team will investigate the complaint with relevant company department(s)
- The Guest Relations team will respond to the guest in writing to confirm the outcome of the investigation and detail any action(s) to be taken. The Guest Relations team will aim to conclude the investigation and respond within two working days
- The guest is to respond to the Guest Relations team in writing if they are not satisfied with the outcome of investigation and/or action(s) taken
- The guest is to then meet with the Area Manager / City Manager to further discuss their complaint. The Guest Relations team will follow up the meeting with a written summary via email
- The guest is to respond to the Guest Relations team in writing if they are not satisfied with the outcome of their meeting with the Area Manager / City Manager
- The guest is to then meet with the Operations Manager / Group Support Manager to further discuss their complaint. The Guest Relations team will follow up the meeting with a written summary, and the resolutions put forward by the Operations Manager / Group Support Manager will be deemed to be final
- Study Inn is regulated by the Unipol National Code. If the guest is not satisfied with the outcome of the Study Inn complaints procedure, the guest is advised to escalate their complaint to Unipol. Please visit [www.nationalcode.org](http://www.nationalcode.org) for further information