

Complaints Policy

Organisation: Richmond Estates Management Ltd

Development: Zest Accommodation, Filton, Bristol

Version: 1.0

Review Date: 01/07/27

1. Purpose

Richmond Estates Management Ltd is committed to providing high-quality student accommodation and customer service. This policy explains how complaints can be raised, investigated and resolved fairly, promptly and transparently.

This policy has been prepared in accordance with the **ANUK/Unipol National Code of Standards for Larger Developments (2026–2028)** and will be published on the organisation's website before first occupation.

2. Scope

This policy applies to complaints made by:

- Current occupants.
- Prospective occupants.
- Former occupants.
- Authorised representatives acting on behalf of an occupant, where written consent has been provided.

Complaints may relate to, but are not limited to:

- Accommodation standards.
- Repairs and maintenance.
- Cleaning.
- Health and safety.
- Security.

- Staff conduct.
- Management decisions.
- Communication.
- Services provided by Richmond Estates Management Ltd.

3. Raising a Complaint

Occupants may raise concerns informally with the Accommodation Team wherever possible, as many issues can be resolved quickly without the need for a formal complaint.

Formal complaints may be submitted by:

- Telephone.
- Email.
- Virtual meeting.
- Face-to-face discussion.
- Written correspondence.

Complaints may also be submitted by an authorised representative where the occupant has provided written consent. An exchange of emails confirming this authority will normally be accepted.

4. Confidentiality

Complaints will be handled sensitively and, where requested, in confidence.

Where a complaint concerns the conduct of a member of staff, that individual will play no part in the investigation or determination of the complaint.

Personal information will be processed in accordance with the organisation's Data Protection Policy.

5. Complaint Information

To assist with the investigation, complainants should provide:

- Their name.
- Contact details.
- Room or accommodation details (where applicable).
- A description of the complaint.
- Relevant dates.
- Any supporting documents or photographs.
- The outcome sought.

6. Acknowledgement

Formal complaints will normally be acknowledged **within three calendar days** of receipt.

The acknowledgement will confirm:

- That the complaint has been received.
- Who will investigate it.
- The expected timescale for providing a full response.

7. Investigation

Each complaint will be investigated fairly, impartially and professionally.

The investigation may include:

- Reviewing records.
- Speaking with relevant staff.
- Speaking with contractors.
- Inspecting the accommodation.
- Considering photographs, emails or other evidence.

Throughout the process, Richmond Estates Management Ltd will maintain a courteous and professional relationship with the complainant.

8. Response

A substantive written response will normally be provided **within ten calendar days** of acknowledging the complaint.

Where a complaint is particularly complex and additional time is required, the complainant will be informed within the initial ten-day period of:

- The reason for the delay.
- The further enquiries required.
- The anticipated date by which a full response will be issued.

9. Resolution

The written response will explain:

- The findings of the investigation.
- Any actions to be taken.
- Any proposed remedy.
- The expected timetable for implementing the agreed outcome.

Where a settlement is agreed, Richmond Estates Management Ltd will normally implement the agreed outcome within **ten calendar days**.

10. Internal Review

If the complainant remains dissatisfied, they may request that the complaint is reviewed by a senior manager who has not previously been involved in the matter.

The review will consider:

- Whether the complaint was properly investigated.
- Whether the conclusions were reasonable.

- Whether any additional action should be taken.

The outcome of the review will be provided in writing.

11. National Code Complaints Procedure

If Richmond Estates Management Ltd has not responded to a complaint **within 28 days of it being lodged**, or if the complainant remains dissatisfied after the internal complaints procedure has been completed, the complaint may be referred to the **ANUK/Unipol National Code Complaints Investigator** in accordance with the National Code complaints procedure.

Information about the National Code complaints process is available from:

<https://www.nationalcode.org>

12. Complaint Records

A register of formal complaints will be maintained.

Records will normally include:

- Date received.
- Nature of the complaint.
- Investigation undertaken.
- Outcome.
- Actions taken.
- Date closed.

Records will be retained in accordance with the organisation's Data Protection Policy.

13. Learning and Service Improvement

Complaints are reviewed periodically to identify recurring issues and opportunities to improve services, policies and operational procedures.

14. Accessibility

This Complaints Policy will be:

- Published on the Richmond Estates Management Ltd website.
- Available on request from the Accommodation Team.
- Made available in alternative formats where reasonably required.

15. Review

This policy will be reviewed:

- Annually.
- Following any significant legislative or National Code changes.
- Following any significant operational changes.
- Following any serious complaint where improvements are identified.

Complaints Contact

Email: complaints@richmondstates.co.uk

Postal Address:

Richmond Estates Management Ltd
Zest Accommodation
166 Gloucester rd north, Filton, Bristol. BS34 7QA