



Complaints Policy and Procedure for Cofton Holidays

1.0 Why we have a complaints procedure at Cofton Holidays

1.1 We have a complaints procedure at Cofton Holidays because it is our aim to provide all our Guests and visitors with the best possible 5-star experience, whilst they are staying with us. We do understand that sometimes things can go wrong, and if this happens, we want to know about it. This will give us the opportunity to resolve the problem and make any necessary improvements, so we can restore your confidence in us.

1.2 We ask that you contact our friendly Reception team as soon as possible via email info@coftonholidays.co.uk, visit our Reception if you are still on site, or by calling Reception on 01626 890111. If you inform us quickly, we have a better chance to be able to resolve any issues or concerns. Most of the time we can resolve such problems and any concerns you may have informally. If we are not informed in a timely manner, the opportunity to resolve any issues or problems could be lost.

2.0 How to make a formal complaint

2.1 At Cofton Holidays, we will always commit to investigating a complaint under our formal procedure if we have not been able to sort out the complaint informally or if the nature of the complaint is serious and requires further investigation.

2.2 We would always like to keep formalities to a minimum, but we do ask that the Guest Relations Manager or Reception Manager is made aware of the complaint if you wish for us to consider it formally. They can be contacted via the above contact details in **1.2**. We do prefer to be contacted in writing or via email but are happy for you to phone our friendly Reception team if this is easier.

2.3 If our Guest Relations Manager or Reception Manager are away from the office when you raise your complaint, we will inform you of who will handle it in their absence.

2.4 Please make sure you leave us your contact details, so we can get in contact with you.

3.0 Deciding on whether we investigate your complaint

3.1 You may ask us to investigate a formal complaint under the complaints policy and procedure, but we may refuse to investigate the complaint if it has already been resolved or if it's similar to a previous complaint.

3.2 We may also decide ourselves to investigate your complaint using our formal procedure if it is necessary to do so.

4.0 Formal Complaint Procedure

4.1 We will usually take the steps below when we are investigating a formal complaint, but we may choose to take other steps or if there is a delay in handling your complaint, we will contact you to make you aware.

4.2 Step One: Acknowledge This step is to acknowledge your complaint and let you know that we have received it, so we can begin to investigate this further for you. Our aim is for you to receive the acknowledgement of your complaint within 48 hours.

4.3 Step Two: Investigate This step is complete our investigation of your complaint within a timescale of two weeks. However, depending on the nature of the complaint the investigation could take longer in some cases. We want to be sure that we understand why you are unhappy if the complaint is justified and if we can find an appropriate solution to resolve your complaint.

4.3 Step Three: Respond This step is to respond to your complaint, and we will inform you if we have upheld your complaint in full, in part or rejected it. Where appropriate, we will apologise to you and find a resolution. We aim to do this within one week of our investigation.

4.4 Step Four: Resolution This step is for you to tell us if you are happy with the outcome or resolution that we have proposed. If you are happy, then this is the end of the formal procedure.

4.5 Step Five: Appeal If you are not happy with the outcome of your complaint, you must inform us as soon as possible that you would like us to reconsider. We will not reconsider complaints after 3 weeks have elapsed from when we responded to you with a resolution in step three.

4.6 Step Six: Final Decision This step is where we will reconsider your complaint. This may mean that we ask a more senior person in the business to do this, and we will send you our response within three weeks.

5.0 Your Statutory Rights

5.1 Nothing in these conditions will reduce your statutory rights as a consumer. For further information about your statutory rights, contact your local authority Trading Standards Department or Citizens Advice Bureau.

