

RESORT SOLUTIONS LIMITED

Complaints Procedure

Our commitment to customers

We aim to ensure that:

- Making a complaint is as easy as possible
- We treat your complaint seriously
- We deal with your complaint promptly and in confidence
- We learn from complaints and use them to review and improve our service

What is a complaint?

A complaint is when you tell us you are not happy about the service we provide.

- It can be about anything and could include;
 - When we do not deliver a service on time
 - When we give you the wrong information
 - When you receive a poor quality service
 - When you have a problem with a member of staff

How to make a complaint

If you wish to make a complaint you can contact our Operations Manager who is responsible for the Customer Service Team in any of the ways listed below.

By email at; emerrill@resort-solutions.co.uk

In writing to the Operations Manager
Resort Solutions Limited
St. Mary's House
St. Mary's Road
Market Harborough
Leicestershire
LE16 7DS

By phone to the Operations Manager on 01858 431160

By fax to our Operations Manager on 01858 411098

Your complaint will be fully investigated and a response issued within 28 days.

If you are unhappy with the response you can contact the Managing Director

Linda Freer
Resort Solutions Limited
St. Mary's House
St. Mary's Road
Market Harborough
Leicestershire
LE16 7DS

At this stage the Chairman of the Owners Committee will be copied on all correspondence.

You will receive a response from the Managing Director which has been agreed with the Chairman of the Owners Committee within 10 working days, which will be their final decision.

If You are Still Unhappy

If your complaint relates to the collection of money you have a right to contact the Financial Ombudsman Service.

**Financial Ombudsman service
South Quay Plaza
183 Marsh Wall
London
E14 9SR**

Telephone: 0300 123 9 123

The Ombudsman will not normally investigate a complaint unless the internal complaints procedure has been exhausted.